

Wild Violet Cookies

Terms and Conditions

Payment

Full payment is required at the time of booking. This will either be via my website or via bank transfer for any bespoke orders. An invoice will be sent to you at the time of booking. Your order isn't confirmed in my diary until full payment has been received.

Postal or Collection

Postal or collection of orders is available. Local collection is from my home in Sidcup, Kent and a date for collection will be confirmed at time of booking or a set date on my website for holiday pre orders. Postal orders are sent via Royal Mail 24 tracked and signed which starts at £5.82 for a 500g small parcel. Postage costs will be added to your invoice at the time of booking.

Cancellation Fees

Bespoke Orders

More than ten days notice – full refund given

Less than ten days notice – As I may have already started your order a refund will be offered at my discretion. I will also take into account whether I am able to fill the space with another order in the time given.

Website

I require two weeks notice for a full refund of any website orders. This is because these are made in volume and I will begin to make website pre orders further in advance. Please email me at wildvioletcookies@gmail.com if you would like to discuss further.

Service

As a small business excellent customer care is important to me. If you are unhappy with the service in any way or you'd like to send me any positive feedback I'd love to hear from you – wildvioletcookies@gmail.com.

Allergies / dietary requirements

I use products in our cookies which may contain nuts, peanuts and sulphur dioxide.

My cookies contain eggs, milk, cereals containing gluten and soya. Each order will come with a allergen information label for your order.

I am unable to offer gluten free products at the moment due to a risk of cross contamination within our kitchen.

GDPR (General Data Protection Regulation) – handling your personal data

The personal data I store will be kept on file for three years for tax purposes only, after which your data will be destroyed. This includes all information supplied on the initial booking form. At the time of booking you will be asked whether you wish to opt in to our marketing services. If you choose this option, I will occasionally contact you via email to notify you of new offers and products.

I will ask for payment via bank transfer for bespoke orders, orders via my website will be taken through a secure payment system. You will receive an invoice from wildvioletcookies@gmail.com for bespoke orders and an email confirmation of your order for any website orders.