

## **Terms and conditions**

### **Deliveries**

We aim to get deliveries sent out within 48 hours (Monday - Friday) however on occasion this can take up to 4 working days to be dispatched.

We cannot be held responsible for late deliveries by Royal Mail if your order has been dispatched on time. Should the recipient fail to be in when Royal Mail attempt to deliver we cannot be held responsible for late delivery nor can we be held responsible for the collection card being misplaced or lost by the recipient. If on rare occasion a week has passed and the Royal Mail do not deliver your brownies or leave a collection card we will offer to replace your order. We will not be able to offer a refund as we have done everything possible to ensure the recipient receives their order.

For further details about our postal system please refer to Royal Mail 24hr terms and Conditions.

### **Cancellations**

As we bake fresh to order, once your order has been baked we cannot accept cancellations or offer refunds.

### **Complaints**

In the unlikely scenario that you are unhappy with your order please send them back within 3 days so we can understand the problem and either refund or resend your order.

### **Privacy Policy**

Financial details entered on this site during the payment process will not be stored or retained by Brown & Blond Ltd and will not be forwarded on or sold to 3rd party's. All payments are processed in accordance with the local law. Customers DATA will be processed in accordance with local law and not sold to third parties.