



# TERMS AND CONDITIONS

The following terms and conditions apply each and every time you access this website or any website owned and operated by Biscuits by Sarah B. Should you engage with us and order any goods or services verbally by phone, email or any other means then these terms will still apply.

## OWNERSHIP

The website 'biscuitsbysarahb.co.uk' ('the website') is owned and operated by Sarah Bates trading as Biscuits by Sarah B.

All rights in this website are owned by Biscuits by Sarah B. Any unauthorised use, copying or modification is prohibited.

## ORDERS PAYMENT

Payments are taken when you place your order. We are not able to accept an order until it has been checked and approved. Once it has been checked and approved, you will receive a confirmation email of this order. It is your responsibility to check this email for accuracy and let us know immediately if there are any errors or omissions.

Any special offers that we may run from time to time are to be used independently, not in combination.

## INGREDIENTS

Full details can be found on our website here: [www.biscuitsbysarahb.co.uk/ingredients](http://www.biscuitsbysarahb.co.uk/ingredients)

## POST AND PACKAGING

Please view full details of our delivery charges and options on our website: [www.biscuitsbysarahb.co.uk/packaging-and-posting](http://www.biscuitsbysarahb.co.uk/packaging-and-posting).

## RETURNS POLICY

As our biscuits are perishable, we do not offer refunds or exchanges. If you find you have received the wrong product, please contact us immediately on [biscuitsbysarahb@gmail.com](mailto:biscuitsbysarahb@gmail.com).

## SEASONAL OFFERS

Seasonal offers will be sent out from time to time via our newsletter. These will be valid via the website. These will be valid for a limited time only, please check the expiry date in the relevant newsletter. Discounts will be activated when the relevant code is entered at the online checkout. Offers will not include delivery or P+P unless stated.

Offers cannot be used in conjunction with any other offers unless stated otherwise at the time. We reserve the right to change the terms of special offers and promotional codes, or withdraw them altogether, at any time, and without prior notice. We also reserve the right, at our absolute discretion, to offer different personalised special offers and promotions and it will therefore only be possible for the customer in receipt of the special offer to redeem the discount.

## UK DELIVERY

Whilst we make every effort to have goods delivered within the timeframe we specify, as postage is fulfilled by the Royal Mail, we cannot guarantee delivery on a specific day or accept liability for deliveries made outside this timescale.

Our deliveries are via Royal Mail, whose Tracked Service Delivery can take between

one to two working days. We are not able to take responsibility for any delays and/or damages on their part.

Delivery to overseas addresses is not available at this time.

## PERSONAL MESSAGES

We reserve the right not to send a message that may contain offensive and/or inappropriate content.

## DISCOUNT CODES

We reserve the right to withdraw our discounts at any time.

## BISCUIT CLASSES, EVENTS AND

### PARTIES

All events, classes and parties are to be paid in full, in advance. Once we have accepted your order/booking and received valid payment of all required fees, your order/booking will be confirmed in writing. The date and time of the event/class/party will be as specified on the confirmation.

Unfortunately, due to the nature of our Classes/Events, except to the extent permitted by UK law, cancellations and refunds are not permitted. If you wish to reschedule, please contact us as soon as possible and we may offer rescheduling for a fee (at our discretion).

Biscuit decorating Classes/Events can be booked via [BookWhen](#).

All Party information can be found on the [website](#). Please use the online [contact form](#) to check availability.