

## Shipping Policy

### Collection & click and collect

- All our online products and custom cakes are available for free collection from our shop at 144 Felixstowe Road, London SE2 9RN
- When you select a collection date and time, please ensure that you are able to collect your cake on that day. Due to high demand, we may be unable to move collections slots.
- If you do not collect your cake on the day and time you selected, we will not be able to refund your order or put it on in-store credit.
- Prettyummy Cakes takes no responsibility for damages to cakes once they leave our shop.
- Please do not cancel via social media messages; this will not be accepted, please see our cancellation policy for how to cancel orders.
- lead time are available on all products at time of order to ensure they are ready for collection on your chosen date/time. Please ensure that you understand the lead times on each product.
- If you would like a cake earlier, please call our shop directly on +442080506282 . We will always try and accommodate where possible.

### Hand delivery

- If Delivery has been arranged, our driver will ensure that the cake gets delivered in a timely and safe manner.
- Should there be a delay due to unforeseen or unavoidable factors, we will ensure to let you know of the situation and do our best to get the cake to the agreed venue as soon as possible.
- Prettyummy Cakes will not refund for the cake/delivery that does not get delivered on time due to the afore mentioned reasons.

### Shipping

- We offer shipping on all our postal treats as indicated on each item online.
- Please be advised that all postal orders are sent via Royal mail first class signed for or otherwise communicated to you as at the time of ordering.
- Prettyummy Cakes will provide you with a tracking number once your order has been dispatched.
- We're currently only dispatching Postal Orders on Wednesdays.
- Any queries about collection or delivery please email [hello@prettyummycakes.com](mailto:hello@prettyummycakes.com)