

Refund Policy

Introduction

We understand that from time to time you may wish to return a product to us, however as our products are perishable and cannot be resold once returned, this will be done in exceptional circumstances. We have created this policy to enable you to return products to us in appropriate circumstances. This policy shall apply to all our customers.

This policy shall apply to all orders submitted through our website. This document does not affect any statutory rights you may have as a consumer (such as rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or the Consumer Rights Act 2015).

For us to accept an item back, it must meet all the following conditions:

- The item is unused and in its original packaging.
- The item is sent back within 30 days of delivery.
- You provide proof of purchase (e.g., order number or email receipt).

If we receive your item back but it does not meet these conditions, we shall inform you within one working day of receipt and provide information about how we will deal with the goods including details of any charges that may apply.

Returns (Postal Orders)

We want you to be happy with your purchase. If you're not satisfied, please let us know.

You will be entitled to return a product in accordance with this policy if:

- You return the product within 7 days of the date of dispatch of the product.
- The product is unused, in its original unopened packaging with any labels still attached.
- You follow our procedure for making a return; and
- None of the exclusions set out below apply.

Returns procedure

If you are not happy with the product, and would like to return it, please contact us to let us know. Products returned under this policy must be sent by Royal Mail Signed For delivery to Prettyummy Cakes Limited, 144 Felixstowe Road, London SE2 9RN. You will be responsible for paying postage costs associated with returns under this policy.

Refunds (Postal Order)

We will give you a refund for the price paid for any product returned by you in accordance with this policy. We will not refund to you the original delivery charges relating to the returned product.

Any costs incurred by you in returning the product to us will not be refunded.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase. We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we receive your returned product.

Refunds (Custom Cakes)

We take pride in all of our products, but we understand that sometimes things happen. So if you receive a cake that you're unhappy with, contact us immediately with as much evidence, so we can make it right.

We can't offer refunds or exchanges on custom cakes unless the quality of the cake is unsatisfactory or if you've received the wrong item. If you are unhappy with your order, please let us know immediately so we can evaluate and rectify the issue.

Improper returns

If you return a product that is not in compliance with our policy, we may at our discretion:

- Refuse to refund or exchange the product.
- Retain the returned product until you pay us an additional fee for delivery of the product. If we do not receive payment within 14 days, we may destroy or otherwise dispose of the returned product without liability to you.

Our details

Prettyummy Cakes Limited is the owner and operator of www.prettyummycakes.com, a website that sells Baked goods and services online. Prettyummy Cakes Limited's main place of business is at 144 Felixstowe Road, London SE2 9RN.

You can contact us by post using our postal address: Prettyummy Cakes Limited, 144 Felixstowe Road, London SE2 9RN; or by telephone on the contact number published on our website.