

# Terms and Conditions

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By accepting this order agreement and paying an order, you agree to be subject to these Terms and Conditions.

Please read the following Terms and Conditions carefully before placing your order with **Artesano Bakkerij**

By using the **Artesano Bakkerij** service, you agree to be bound by these Terms and Conditions.

We reserve the right to refuse the sale of goods or services or to cancel an order under certain circumstances.

Please be aware that all photographs taken of your orders prior to delivery remain property of **Artesano Bakkerij**

## DEPOSIT INFORMATION

A 100% payment (via bank transfer, BPay or credit card) is required within three days to confirm an order/booking. No order will commence until a deposit has been paid & received. Once the order has been paid, the order price remains fixed to the details in the order.

## BALANCE DUE

The balance of payment is due (via bank transfer or credit card) THREE DAYS prior to delivery. Orders will not be delivered or completed unless paid in full. If placing an order within that three days period, then full payment is due & payable for this order to proceed.

## CONFIRMATION OF ORDERS

Please ensure all contact details, personal information, spelling of names, design requirements, collection details and any requested changes have been properly documented on your order confirmation. Notify **Artesano Bakkerij** via Phone or Email immediately of any errors.

## CANCELLATIONS/CHANGE OF DATE

- All cancellations/changes must be received in writing.
- If you cancel your order prior to 3 days out from the day of collection, 100 cancellation fee will apply.
- If an order is cancelled within 3 days prior to the collection date, then the full deposit will be forfeited.
- If the date is changed, there is a 50% administration fee “every time” the date is changed.
- However, if **Artesano Bakkerij** has to cancel the order with you for any particular reason due to health, family or situations out of our control, a full refund will be provided to you.

## CHANGES

We ask that all changes are made prior to the three days cut off period. Thank you for your understanding.

## QUALITY

- At **Artesano Bakkerij** we pride ourselves on the quality of our products and services.
- All our ingredients are of the highest quality. All products are made in premises in which nuts are used, every effort is taken to keep ingredients separate however our food may contain traces of nuts.
- It is important to remember that our products are a perishable and delicate product.
- Our aim is to provide only the freshest and highest quality products to our customers.

## **DAMAGE**

If for some reason our products have been damaged when it has left our premises (whilst in your care), or after delivery to the venue, then we take no responsibility.

## **DELIVERY**

Delivery of your products can be organized for you. We require an address to provide a quotation (if needed). Products deliveries are made within reasonable business hours.

## **PHOTOGRAPHS**

**ArtesanoBakkerij** reserves the right to take and use photographs of your product(s) and desserts, before, during and after set up, to use for marketing, advertising, and promotional purposes, without compensation to you.

## **REFUNDS**

As each product (for instance bread or pastries) is unique, so too, are your special requirements and concerns surrounding your order.

If there is an issue with your order please note that you must refrigerate or freeze the product immediately and return it to us on the next business day if we are to consider any refunds at all.

## **DISCLOSURE OF INFORMATION**

**Artesano Bakkerij** will not disclose any personal information such as your name, address, email or telephone number to any person outside of the company, unless the customer has authorised us to do so or unless required by law to disclose such information.

Furthermore, under no circumstances will **Artesano Bakkerij** sell or receive payments or services for disclosing customer's personal information to any partner or external company.

## **AGREEMENT TO TERMS & CONDITIONS**

By proceeding with a purchase you are in agreement with our terms and conditions as stated above.