

TERMS AND CONDITIONS

Ordering, payment, collection, and delivery

Orders will be accepted via e-mail, website enquiry form, by phone. We process orders from 9am-5pm Monday – Friday and do not take orders on weekends or bank holidays. We advise allowing at least a weeks notice for all cake orders to avoid disappointment. We require payment in full to finalise and confirm your order. Prices are subject to change until your order is paid for. We accept payments by bank transfer, details of which will be provided upon booking.

We are located in Holgate, YO24 York. The exact collection address will be disclosed upon ordering which will be written on the invoice.

We run a 3-hour window for delivery, please note we require a local mobile number for someone at the delivery location for the courier. If you are buying a cake to be delivered as a gift for someone, please ensure you have their full delivery address and contact number. If the address or contact number is incorrect, this may result in a re-delivery fee. Once you have taken delivery of the cake, either from our courier or our bakery, we are no longer responsible for any damage incurred to the cake.

Cancellation Policy

Payment in full is required to secure your order and all sales are final. When ordering a cake, we require seven days notice for any changes to your order. We have a no cancellations policy but in the event of an emergency or if your event is cancelled and it's beyond your control, we are happy to move your cake order to a later date or issue a store credit if notified at least 5 days before the event. Thank you for understanding our policy while we do our best to be flexible to individual needs.

Allergies or Ingredient Sensitivities

ALLERGIES

All cakes are made in a kitchen shared with gluten, soy, milk, eggs, peanuts and tree nuts. If you have any food allergens or intolerances, please speak with us about ingredients before placing an order. We cannot guarantee allergen-free products. Shutishuti Patisserie accepts no liability for customers suffering allergic reactions from eating our cakes.

Events Outside Our Control

Cancellation by Shutishuti Patisserie: We shall not be liable for any failure to perform, where such failure or delay results from any circumstances outside our reasonable control including but not limited to any fire, flood, explosion, accident, adverse weather conditions, traffic congestion, mechanical breakdown, obstruction of any private or public highway, riot, government act, act of war, terrorism, or from any industrial dispute or strike whatsoever. In the event of exceptional circumstances, such as serious illness, Shutishuti Patisserie will give as much notice as possible if we are unable to fulfil your order. We will endeavour to find another cake maker who can make your cake and will refund you any monies already paid.

Complaints

Complaints are very rare, however, we take them very seriously. Our great reputation is built upon the word of mouth of our customers!

You are required to give us the opportunity and must let us know of the problem on the day of delivery. Please notify us in writing, along with relevant photos.

Some complaints may require further investigation and an immediate refund may not always be possible.

At least 75% of the cake must be returned within 2 days to ensure we are able to fairly assess the nature of the complaint and determine what course of action we will take. No refund will be given if the cake is not returned or has been eaten.

The maximum refund we offer is the value of the cake. Further compensation is not available. All deposits/booking retainer fees are non-refundable.

Revisions

We have the right to revise and amend these terms and conditions. However, you will be subject to the terms and conditions in force at the time that you place your order with us.

Privacy Policy

Sutishuti Patisserie only holds the minimum personal data required in order to fulfil your order. Your personal details are held solely to complete your order and once your order has been fulfilled your data will be deleted. Customers have the right to ask at anytime about your data and its use. Please contact us at eszter@shutishuti.co.uk for any queries. All personal data held by us is securely stored on a laptop or phone that is password protected and only used over a secure network.

Shutishuti Patisserie

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