

# Leading Lady Baker's Box – Terms and Conditions

***By purchasing a subscription box from Leading Lady Cakes you're agreeing to our terms and conditions.***

## **Shipping**

Leading Lady Baker's Boxes are sent out on a monthly basis, we aim to dispatch all boxes by the 10th of the month. They are delivered by Royal Mail 2nd Class Delivery. Please note that we are currently only able to ship to mainland UK.

## **Subscription Cut Off Window**

You need to make sure you're signed up as early as possible to receive the current month's box. The cut off for each month's box is the end of the day on the 1st of each month. When signing up after this period you'll miss out on the current month's box and will be automatically subscribed to next month's box.

## **Payments**

Your payment method will be billed automatically one month after your sign up date. If you prepay for your box for 3 months you will pay upfront for the cost, and upon expiry of your subscription you will then be billed for a further 3 months on the same day of the month on which you signed up.

## **Auto-Renewal**

All subscriptions will automatically renew by default (Monthly and 3 month prepay), unless you're signing up for a gift subscription. You can however cancel your subscription at any time, making sure that you cancel before the 1st of each month to prevent the month's box being sent.

## **Damaged / Lost / Missing Goods**

If your box never arrives, arrives damaged or has items missing, get in touch with our customer service team as soon as possible in order for us to remedy the situation. You can get in touch with us [here](#).

## **Box Contents**

The contents of the boxes can vary due to supply and demand, and as they are surprise boxes, the contents will differ from those that are seen on advertising materials.

## **Cancellations**

We'd be sad to see you go, but you can cancel your subscription at any time. To prevent your subscription from auto renewing you must make sure you cancel your subscription before your monthly or 3 monthly renewal date, Just log into your account and cancel. If your subscription has already renewed and your payment has been taken but you'd like to cancel before your box is posted, you must request cancellation by the 1st of the month to be eligible for a refund. Alternatively, or in addition to the above, [you can contact us here](#), we'll double check that your cancellation has been successful and sort out any refund issues that you have.

## **Refunds**

We hope that you'll love your mystery box, but if for any reason you don't, you can return the entire box within 7 days, and we will organise a refund for you. Please allow time for the returned box to arrive and for us to process it.