

## **Leafz Cakery LTD**

### **TERMS AND CONDITIONS**

Leafz Cakery wants your ordering experience to be satisfying and worry free. Our policy is outlined as follows.

#### **Prices**

All prices quoted are in New Zealand Dollars and include GST (Goods and Services Tax) of 15%. While we endeavor to ensure the accuracy of our pricing on the website, Leafz Cakery reserves the right to adjust prices without prior notice.

#### **Payment**

Leafz Cakery accepts internet banking payments.

A 50% deposit is required to confirm the order and the final payment including delivery fee is payable on the day the item(s) is collected or delivered. No delivery or collection will commence if proof of payment has not been provided prior to collection or delivery date and time indicated.

#### **Representation Accuracy**

Due to the products handmade nature, there might be variations in size, colour and likeness to reference image(s) provided.

Leafz Cakery will work with each customer to design and confirm orders in detail.

#### **Product Delivery**

Products are delivered or picked up as per customer instructions. Once delivered or picked up, product security becomes the responsibility of the customer.

#### **Allergies / Intolerance**

Leafz Cakery wants to ensure that all products exclude food that the customer is allergic or intolerant to. Please disclose any known allergies and intolerance at the time of placing the order. Although all care is taken to eliminate such allergens, Leafz is not certified nut, egg and dairy free and cannot guarantee complete sterility.

#### **Terms**

Proceeding with an order indicates the purchaser has read and accepts the terms and conditions on the Leafz Cakery website.

#### **Refund Policy**

IF YOU NEED TO CANCEL YOUR ORDER, PLEASE DO SO AS EARLY AS POSSIBLE. IN SUCH CASES ANY ITEM ORDERED WILL BE FULLY REFUNDED PROVIDED THAT THE ORDER IS CANCELLED BY EMAIL OR PHONE BEFORE THE PRODUCT HAS BEEN MADE. IF THE ORDER IS NOT CANCELLED BY EMAIL OR PHONE BEFORE THE PRODUCT HAS BEEN MADE THE FULL CHARGE WILL APPLY FOR THAT ORDER.

#### **RETURNS / COMPLAINTS**

PLEASE CHECK THE PRODUCT AT THE TIME OF PICK UP FOR ANY DAMAGE. IF DAMAGED INFORM LEAFZ CAKERY IMMEDIATELY TO ARRANGE A REFUND, PARTIAL REFUND, REPLACEMENT OR ALTERNATIVE OF THE PRODUCT.