

# Terms and Conditions

Brown's Original Banbury Cakes Ltd is registered at 10 Beanacre, Hook Norton, Banbury, Oxfordshire OX15 5UA. Company Reg No: 3682216, VAT Reg No: 823 2044 68. You can contact us by emailing: [originalcakeshop@banburycakes.co.uk](mailto:originalcakeshop@banburycakes.co.uk) or calling: 01608 646 647.

## Orders

Orders placed are normally dispatched within three working days. A later date can be requested by sending an email to [originalcakeshop@banburycakes.co.uk](mailto:originalcakeshop@banburycakes.co.uk). Customers will be notified when their order will be dispatched. Orders are dispatched via Royal Mail first class or airmail services. Their specified delivery schedule is UK First Class 1 to 2 days, airmail to Western Europe within three working days. Eastern Europe takes up to five days and other countries up to seven days

All items are subject to availability. The date and time of delivery shall not be the essence of the contract and any failure by us to make delivery on any particular date shall not entitle the customer to refuse the delivery or to claim for any expenses, loss of profits or other consequential losses whatsoever. Email confirmation of an order should be taken as an invitation to treat and not receipt for the order. Ownership of the goods will pass to the customer on receipt of payment and dispatch of the goods. We will inform you as soon as possible if the goods you have ordered are not available. Once Brown's Original Banbury Cakes Ltd. have dispatched the goods to the Royal Mail, we cannot be held responsible for any failure on their part to deliver in accordance with their schedule.

It is the customer's responsibility to ensure all delivery address details for the recipient given are correct, Brown's Original Banbury Cakes Ltd cannot accept any responsibility or costs for non delivery to the intended recipient or losses in such circumstances.

Ensuring that the recipient is going to be at the delivery address, on the day of delivery, remains the responsibility of the sender.

Postage and packing charges are added at the time of checkout in accordance with the destination of the delivery.

All items are subject to availability. We will inform you as soon as possible if the goods you have ordered are not available.

Amendments can be made up to the point at which you click on 'submit' on the final page of our ordering process. It may be possible to amend a submitted order by contacting [originalcakeshop@banburycakes.co.uk](mailto:originalcakeshop@banburycakes.co.uk). This is entirely at our discretion.

'We do our best to ensure that all our products leave Brown's Original Banbury Cakes Ltd in perfect condition. In the unlikely event you are unhappy with our items please contact us via email to [originalcakeshop@banburycakes.co.uk](mailto:originalcakeshop@banburycakes.co.uk) within 24hrs of receiving the item. We will ask you to return them to us in their original packaging via post so we can investigate the problem and rectify it or if appropriate, provide a refund. Please note compensation will not exceed the original total paid for items. Your statutory rights are unaffected.

## Returns Policy

You are entitled to cancel your order within seven working days of receipt of the goods (with the exception of products which have been opened or have date expired while in your possession). We must be advised by email to [originalcakeshop@banburycakes.co.uk](mailto:originalcakeshop@banburycakes.co.uk) prior to you returning any items and you must arrange for your own delivery to return the goods. The goods must be returned in a satisfactory condition. Should you be unsatisfied in any way with your purchase or gift please contact us.

## Website content

Brown's Original Banbury Cakes Ltd has taken every care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at the time of publishing and all products have been accurately and fairly described. Packaging may vary from that shown. We have made every effort to display as accurately as possible the colours of our products that appear on the website, however as the actual colours you see will depend on your monitor, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the product on delivery. To the extent permitted by applicable law, Brown's Original Banbury Cakes Ltd disclaims all warranties, express or implied, as to the accuracy of the information contained in any of the materials on this website. Brown's original Banbury Cakes Ltd shall not be liable to any person for any loss or damage which may arise from the use of any of the information contained in any of the materials on this website.

## Ingredients

All our products are freshly made to order using the finest ingredients. Some of our products contain nuts; these are clearly noted in the descriptions. We make every effort to avoid contamination of nut based products in the kitchen, however as nuts are present and may have been present in the manufacture of our ingredients, this cannot be guaranteed. Please contact us at [originalcakeshop@banburycakes.co.uk](mailto:originalcakeshop@banburycakes.co.uk) prior to ordering with any allergen queries.