

# Sarah Nelson's Original Celebrated Grasmere Gingerbread®



## Grasmere Gingerbread® Favours - Terms and Conditions

<i>Favour Offered:</i>	<i>Min Order Quantity:</i>
Traditional wrapped 2-piece packet of Grasmere Gingerbread®	30
Presentation Tin of Grasmere Gingerbread (4 or 6 pieces)	20
Box chest	30
'Dans le Sac'	30
Natural Brown Heart Shaped Box	50
Natural Brown Heart Shaped Box with Gingerbread couple	50
Red Heart Shaped Box	50
White Heart Shaped Box	50
Bespoke Colour Boxes	50
Silver Heart Shaped Tin	30
Pouches	50
Large Hearts - naked/choc half coated/personalised. (No min order if with any of the above).	Less than 6, £4 surcharge

### Additional charges (where applicable):

- There is a £10 administration fee for Box chests/Bespoke coloured boxes/pouches.
- There is a £10 administration fee for any order that includes calligraphy/labelling. Any additions or changes to the original order is £1 per name/message plus\*.
- Amends to personalised ribbon less than 2 weeks before the wedding will require full payment of the original personalised ribbon cost plus\*.

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## Placing an Order:

- ❖ Full payment is required when placing your order. Payment can be made over the phone by credit/debit card or via BACS, or by sending a cheque made payable to 'Grasmere Gingerbread'.
- ❖ All orders placed are non-refundable, we can however change the date of your order.

## Self-decoration:

- ❖ If you wish to self-decorate our boxes this can be arranged by having the boxes delivered to you for a delivery cost of £5.95, or you can collect directly (pre-arranged) from the shop. Boxes must be returned a minimum of 10 days before the wedding/event.

*Please note during Covid we are unable to have boxes self-decorated and we are unable to fill customers own boxes.*

## Final numbers:

- ❖ Once an order is confirmed by payment, numbers can be increased \* but cannot be reduced.

## Delivery:

- ❖ You can make arrangements to pick up directly from The Grasmere Gingerbread Shop after 1pm, the day before your wedding/event.
- ❖ Courier delivery can be made across the UK and the rest of the world (time dependant on length of delivery).
- ❖ The cost of packaging and delivery in the UK is £15, all deliveries are to be 'signed for', and are made before 10am the day before the wedding/event
- ❖ Please note the Box Chest cannot be delivered in their made-up form, they are sent flat packed and made up (easy) by the recipient, unless with personalised ribbon by us.

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## Product Quality:

- ❖ Grasmere Gingerbread® prides itself in the quality of their product. Therefore, to guarantee freshness, and that the Gingerbread can be enjoyed by your guests at its best, delivery CANNOT be more than 24 hours before the date of your wedding/event.
- ❖ Pick-up from the shop must be no more than 24 hours before the date of the wedding.
- ❖ Presently due to courier provision we are unable to supply favours for events on Mondays unless being picked up directly from Grasmere either on the Sunday or Monday.
- ❖ For overseas weddings/events please contact us direct to investigate length of deliveries to the required destination or suggested ways for transportation.

## Cancellations:

- ❖ If your booking was made prior to March 2020 and you are wishing to cancel due to government restrictions, your 20% deposit is non-refundable.

## Note:

- \* £5 admin charge where changes are made to an order.

These Terms and Conditions have been updated on 7<sup>th</sup> August 2020 due to Covid restrictions and Government Guidelines.

Grasmere Gingerbread® Ltd