

# Sarah Nelson's Original Celebrated Grasmere Gingerbread®



## Grasmere Gingerbread® Favours - Terms and Conditions

### Placing an Order:

- ❖ Using the online enquiry form which is primarily an enquiry does not confirm your order. Following this enquiry, Grasmere Gingerbread® will come back to you via email with the next steps for your booking and availability for your requirements.
- ❖ Minimum order numbers cannot be modified.
- ❖ Full payment is required when placing your order. Payment can only be made via BACS. When making payment please use the reference given to you upon booking.
- ❖ All orders placed are non-refundable and non-amendable.
- ❖ Grasmere Gingerbread® only take bookings on the year of your event.
- ❖ Minimum order lead time required, 4 weeks to your event.

### Delivery:

- ❖ Courier delivery can be made across the UK and is available Tuesday – Saturday.
- ❖ The cost of packaging and courier delivery in the UK is £15.95 (Tues-Fri) All deliveries are to be 'signed for', and are made before midday the day before the wedding/event. [prices based on MOQ's]
- ❖ For a Saturday priority delivery, the price is £55.95 in the UK.
- ❖ Favours can be delivered to a home or venue address. We highly recommend that you add delivery instructions. We do require an email & mobile number for tracking.
- ❖ 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.
- ❖ Presently due to courier provision we are unable to supply favours for events on Mondays unless the order is picked up directly from Grasmere either on Sunday or Monday.
- ❖ For overseas weddings/events please contact us directly to investigate the length of deliveries to the required destination or suggested transportation methods.

### Collection:

- ❖ You can arrange to collect your order directly from The Grasmere Gingerbread Shop, the day before your wedding/event.
- ❖ Grasmere Gingerbread® will advise upon booking the time available for your collection which will be from The Grasmere Gingerbread Shop, Grasmere, LA22 9SW.

### Product Quality:

- ❖ Grasmere Gingerbread® prides itself on the quality of its product. Therefore, to guarantee freshness and to ensure that Grasmere Gingerbread® can be enjoyed by your guests at its best, delivery is only 24 hours before the date of your wedding/event.
- ❖ Collection from the shop must be no more than 24 hours before the date of the wedding.
- ❖ We highly recommend the favours are kept in a cool place or refrigerated for peak freshness. Keep away from any direct heat or sunlight.
- ❖ The full ingredients for Grasmere Gingerbread® are on the packaging, the allergens are Gluten and Dairy.
- ❖ Grasmere Gingerbread® is made and sold exclusively at The Grasmere Gingerbread Shop and is not for resale.