
AMORE BAKERY T&C'S

Amore Bakery LTD
Unit 6
Pristine Business Park
Newport Road
Woburn Sands
MK17 8UD

Dear Customer,

Thank you for choosing Amore Bakery to supply your venue. We value our customers time and always strive to provide professional service. Therefore, in order to avoid misunderstandings and to help you better understand our system we are sending you our T&C's.

We are sure that it will help you to understand our service better and make the ordering process easier. To ensure the overall quality of our final product and service please read this document carefully.

If you have any questions or concerns, please contact us at: 01525 839 963 / hello@amorebakery.co.uk

Sincerely yours,

Amore Bakery team

TABLE OF CONTENTS

1. BOOKING

2. PAYMENT POLICY

3. DESIGN

- Artwork Proof

- Samples

4. PRODUCTION

- Production Times / Storage

- Health and Safety

5. DELIVERIES

- Hand Delivery

- Delivery by Courier or Post

- Special or Timed Delivery

6. CANCELATION, CLAIMS & REFUNDS POLICY

- Full Refund

- Partial Refund

- Postponing the Order

BOOKING

Ordering from us is very fast and easy. Our qualified staff will ensure that your order is pleasant and simple from start to finish, and that all your questions are answered clearly and in a timely manner.

All of our quotes are based on 7 days notice except bespoke orders (urgent requests, individually packed pastries, branded boxes etc.).

When ordering, you will be asked to provide the main information needed for the invoice: design, delivery address, contact details, invoice details.

If you have completed your booking and received the invoice it means that you have agreed with our T&C's.

PAYMENT POLICY

Our main payment terms for all new customers is - payment upon order. However, we understand that each company has its own payment terms so we try to be as flexible as possible in your regard.

In most cases, the order will be processed regardless of the invoice not being paid on time, based on the invoice as the main document confirming your order. However, if your invoice is not paid on time and we have doubts about the order or communication with the customer has been poor, we reserve the right to cancel order by informing customer about the cancellation by e-mail and/or phone call.

We can allow **30-day payment terms** to our regular customers. The customer is considered regular when his total number of orders exceeds 3 times, and all orders were paid on time.

You can apply for the 30-day payment terms or ask to review the terms by emailing our Accounts Department, at accounts@amorebakery.co.uk.

If you have been granted a 30-day payment option or came to a different agreement, make sure that you stick to the new payment terms agreed, otherwise this option will be canceled and you will be returned to our usual payment terms.

DESIGN

When we say "design" we mean your logo, photo or any other visual graphic you want to see on your product (the Design).

We acknowledge that the Design and all rights in the Design belong to you. You will grant us a fully paid-up, non-exclusive, royalty-free non-transferable licence to copy any materials provided by you to us for the term of the agreement for the sole purpose of completing your order.

Artwork Proof:

You will be asked to send the TIFF format and CMYK colour code file(s). Our printers support these colour schemes best.

All files are printed with edible ink on wafer paper or sugar base, which, unlike plain paper, has completely different textures and absorbs more ink, so the colour may differ from what you see on your computer screen, brochures or other printed sources.

Please note that our employees do not have the right to change the file you sent, so if you are not sure if you have sent the correct file: ask our consultant to send a photo of the already printed file or even a physical sample (physical samples can be sent if there is enough time before the actual delivery date). In order for your logo to be adjusted, we need to get your permission.

You also can ask our team to make a digital visualisation that will show you how your product will look with your logo. All you need is simply ask our consultant to send one.

If you are asking for a specific colour of the cream, please note that the cream is made by hand and coloured with edible ink, so the colours may slightly differ from what you see on the screen or other printed sources.

Samples:

As mentioned in the Artwork Proof section, we can send you a physical sample of the product with your logo. You won't have to pay for the product, but you will have to cover the shipping costs:

- £ 9.50 if the sample is sent by post;

- £ 35.00 if the sample is delivered by hand (this option is required if you are requesting glazed doughnut sample).

Please note that cupcakes sent by post are made with a harder cream than those delivered by hand.

PRODUCTION / H&S

Production Times / Storage

- Your logos will start production in the next day or two after order confirmation.
- Your pastries will be produced one-two days before delivery date (depends on the product).
- Ingredient / Allergen / Best Before and Storage information will be provided with each delivery - ON THE BULK PACKAGING. If you need all off this information on the individually packed products - please let us know when booking.
- Each product has a different shelf life. Please ask our sales consultant for this information.

Health and Safety

We will comply with all applicable laws, regulations, regulatory policies, guidelines or industry codes which apply to our business when producing the order.

Upon request we can provide you with the following documents:

- Food and Hygiene Ratings - EHO;
- Risk Assessment;
- HACCP - from the bakery to a customer;
- Food Safety Certificate;
- Public Liability Insurance;
- Ingredients and allergen information.

Although the bakery follows all health and safety requirements and we do our best to ensure that our products are delivered fresh and in best possible condition, we understand that the unexpected happens.

Therefore, if (**after the thorough investigation**) it appears that our product caused health issues to your consumer, we shall indemnify you against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by you arising out of or in connection with any health and safety related claim made against you by a third party arising out of, or in connection with the order.

However we will not be held responsible if the product was stored/distributed in unsuitable/unsanitary conditions after the initial delivery. The same would apply if the consumer was not informed about ingredients/allergens of the product before it was handed out.

DELIVERIES

Our delivery team works 24/7 so this way we can provide a flexible delivery schedule. We can also offer hand or courier deliveries to multiple locations across the UK and Europe. Weekend deliveries are more expensive so you might want to consider having your pastries delivered on Friday (depending on the product shelf life).

Hand delivery

By choosing this delivery method you can have peace of mind that your order will arrive on time and in perfect condition. Hand-delivered products are always produced with a softer cream, it spends less time on the road. Also, if you choose this delivery method, you will be able to claim compensation for a late delivery or damaged product.

Delivery by Courier or Post

In order to ensure that the product arrives in good condition using the courier service we have special packaging and manufacturing options. The method we use has been tested through the years and we can assure you that we do everything to prevent them from damage on transit.

Please note that we cannot guarantee that the product will reach you on time if you will choose the courier or post service as well as we cannot take responsibility for how the parcel will be handled in the post.

Special or Timed Deliveries

Shipping costs (between 9 am and 5 pm) are included in your quote. However, if you need the product to arrive on the weekend or at a certain time of the day eg. before 12PM at 2PM and etc., there will be additional fees. If you gave this information upon enquiry then special time delivery will be included in your quote.

Deliveries can be done from 30 minutes to 1 hour before or after the scheduled time. This may be due to unexpected traffic or other unrelated events that are beyond our control.

CANCELLATION, CLAIMS & REFUND POLICY

All requests for cancellation, postponing the order or claims must be made in writing by email.

CLAIMS - YOU must notify us of any shortfall or damage within 24 hours of receipt, we might not be able to help if you will come back to us later.

Full Refund

Requests for full cancellations and full refunds must be made no later than **1 day after the booking** (except the next day delivery bookings which can only be partially refunded). Your order starts one day after the day we accept it (design layout and printing works), which is why **full cancellation and full refund can only be made the next day after the order is accepted.**

Full refund will be given if we damage your items in transit or if we fail to deliver items on the day they were booked for - **when choosing Hand Deliver option only.**

Partial Refund

Requests for cancellations and partial refunds must be made **no later than 1 week before the delivery date.** If a request for cancellation is made 1 week before the delivery we will be able to refund you the amount you have paid minus any production that's been already finished. Please note that if you booked any bespoke items - boxes, ribbons, special sprinkles etc. we won't be able to refund these even with 1 weeks notice.

Next day bookings can be partially refunded (only the delivery charges) if cancellation was made same day when booked.

Partial refund will not be possible if order is cancelled one day before the delivery day.

Partial refund will also be given if your order arrived incomplete or different from what was agreed and booked. Proof will be required and refund will be issued only after the investigation.

Postponing the Order

We can postpone your order for as long as you need although please note that if any part of your order is already produced and payment for this order is not received we will ask you to pay for the items already produced.