

**Please read the following important terms and conditions before you buy anything on our website or through our social media channels and check that they contain everything which you want and nothing that you are not willing to agree to.**

If you buy goods from us, you agree to be legally bound by this contract.

In this contract:

- 'We', 'us' or 'our' means Sweet Occasions; and
- 'You' or 'your' means the person using our site or channels to buy goods from us.

If you do not understand any of this contract and want to talk to us about it, please contact us by email [sweetoccasionsclevellys@yahoo.com](mailto:sweetoccasionsclevellys@yahoo.com)

## **1 Your privacy and personal information**

1.1 Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

1.2 Our Privacy Policy is available at [www.sweetoccasions.co.uk](http://www.sweetoccasions.co.uk)

## **2 Ordering goods from us**

2.1 Below, we set out how a legally binding contract between you and us is made.

2.2 You place an order on the site by completing the contact form or by telephone or by messaging us on our social media channels. Please read and check your order carefully before submitting it.

2.2.1 When you place your order at the end of the online checkout process, we will acknowledge it by email. This acknowledgement does not, however, mean that your order has been accepted.

2.2.2 We may contact you to say that we do not accept your order. This is typically for the following reasons:

- (a) the goods are unavailable;
- (b) we cannot authorise your payment;
- (c) you are not allowed to buy the goods from us;
- (d) we are not allowed to sell the goods to you;
- (e) delivery is not possible; or
- (f) there has been a mistake on the pricing or description of the goods.

2.2.3 We will only accept your order when we email you or message you to confirm this (Confirmation) but the contract is only concluded once you have made the necessary payment.

2.3 If you are under the age of 18 you may not be able to buy certain goods because you are too young. These are set out on the relevant webpage for the goods.

### **3 Right to cancel this contract**

3.1 You have the right to cancel this contract up to 48 hours before the agreed delivery date without giving any reason.

3.2 To exercise the right to cancel, you must inform us of your decision to cancel this contract by email or message.

3.3 To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### **4 Effects of Cancellation and Complaints**

4.1 If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery.

4.2 We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract.

4.3 We will make the reimbursement using the same means of payment as you used for the initial transaction; in any event, you will not incur any fees as a result of the reimbursement.

4.4 If you have received goods you must notify us of any complaint within 24 hours of delivery and we will attempt to resolve this with you as soon as possible.

### **5 Delivery**

5.1 Delivery of the goods will take place when we deliver them to the address that you gave to us.

5.2 It is your responsibility to ensure that someone is available to take delivery.

5.3 You are responsible for the goods when delivery has taken place.

5.4 If we are unable to deliver your products, and such failure is your fault, you must arrange to collect the goods within 24 hours. We may agree to arrange for re-delivery of the products, however, you may incur additional costs of re-delivery.

### **6 Payment**

6.1 Payment must be made using the payment link provided to you in the confirmation.

6.2 Making a payment is deemed acceptance of these Terms and Conditions.

6.3 We will do all that we reasonably can to ensure that all of the information you give us when paying for the goods is secure by using an encrypted secure payment mechanism. However, in the absence of negligence on our part, any failure by us to comply with this contract or our Privacy Policy or breach by us of our duties under applicable laws we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us.

## **7 Nature of the goods**

7.1 The Consumer Rights Act 2015 gives you certain legal rights (also known as ‘statutory rights’), for example, the goods:

7.1.1 are of satisfactory quality;

7.1.2 are fit for purpose;

7.1.3 match the description, sample or model; and

7.1.4 are installed properly (if we install any goods).

7.2 We must provide you with goods that comply with your legal rights.

7.3 The contents of your order may be different from the pictures shown on the site. Please refer to the menu for an accurate description of the contents.

7.4 While we try to make sure that:

7.4.1 all weights, sizes and measurements set out on the site are as accurate as possible, there may be a small tolerance of up to 5% in such weights, sizes and measurements; and

7.4.2 the colours of our goods are displayed accurately on the site, the actual colours that you see on your computer may vary depending on the monitor that you use.

7.5 If we can’t supply certain goods we may need to substitute them with alternative goods of equal standard and value or refund your payment. In this case:

7.5.1 we will let you know if we intend to do this but this may not always be possible; and

7.5.2 you can refuse to accept such substitutes, in which case we will offer you a refund or a replacement.

## **8 Limit on our responsibility to you**

8.1 It is your responsibility to notify us of any allergies All allergens are indicated on the packaging.

8.2 Except for any legal responsibility that we cannot exclude in law, we are not legally responsible for:

8.2.1 losses that:

(a) were not foreseeable to you and us when the contract was formed; or

(b) that were not caused by any breach on our part;

8.2.2 business losses; and

8.2.3 losses to non-consumers.