



13-14 The Promenade, Ilfracombe, EX34 9BD

Returns and Refunds Policy

Last updated: 13/05/2021

Returns ('Dry' Non-Perishable Goods only)

When you shop online you have the right to a “cooling-off” 30 days in the UK (Consumer Rights Act 2015) whereby you can withdraw from the contract and return your purchases to the seller. Perishable goods are not covered by these cooling-off periods, as they might not reasonably last as long as the stipulated 30-day thresholds.

If you wish to return any 'Dry' non-perishable products, please notify us as soon as possible. Returns must be made in store or posted to us at your own expense. Please note that we can only accept the return of 'Dry' non-perishable products - we cannot accept returns of any fresh products. Returns must be received in their original condition.

Damaged or Spoilt Products

If any of your products are damaged, Spoilt or not up to a reasonable level of quality in any way upon receipt, please call us on **+441271 267780** or email us at **staccbakes@gmail.com**. Please send an image of the damaged product along with your Order Number (if you have one) and an explanation of the problem. If the products are faulty through no fault of your own, we will happily replace or refund the affected goods.

Cancellations – Pre deliver/collection

To order cakes and goods

Requests for cancellations must be made at least three days before the collection or delivery Date - see your Order Confirmation email and Order History for details. Stacc sometimes buys in perishable products specifically to fulfil the orders we receive, and we cannot cancel or refund orders for the perishable products once we have started preparing your order as per your instruction.

Please make sure you are happy with your Basket before making payment and completing your order. Please check your Order Confirmation email to review the details of the order that you have submitted. Fine Food Specialist cannot be held liable for acting in good faith on incorrect information received.