



Version 1.0

Reviewed: 08/01/2025
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DELIVERY POLICY

WIRRAL

1. POSTAL BAKES

Postal Bakes Delivery Service: We offer delivery of postal bakes via Royal Mail Tracked24 delivery service. Delivery of postal bakes is available across the UK mainland only, excluding PO boxes.

Postal Bakes Delivery Criteria: Only postal bakes are eligible for the postal bakes delivery option. Postal bakes are clearly identified on the online bakery.

Disclaimers: House of Bakes Wirral will not be held responsible for any bakes, cakes or items in any order once it has been handed to Royal Mail. Customers must ensure that delivery address is correct at the time of ordering, there is no guarantee the address can be changed once the order is placed. Customers are responsible for ensuring they are home to accept their delivery - House of Bakes Wirral will not be held responsible for missed deliveries.

2. LOCAL DELIVERY

Local Delivery Service: We offer Local delivery for additional costs, calculated based on time and distance from the House of Bakes Wirral bakery. Costs start from £5 to £80+, details below in 'Pricing' clause.

Payment: Payment for local delivery is required **in full before delivery**. Failure to pay for delivery services may result in cancellation of the order. Customers will be provided with an invoice for local delivery and have the option to pay via Online Link through the www.houseofbakeswirral.co.uk website payment provider, or by bank transfer.

Local Delivery Criteria: All orders are eligible for Local Delivery providing they are within a 50km drive (one-way, based on Google Maps directions, not line of sight) from the House of Bakes Wirral Bakery in Upton, Wirral, CH49. Orders further away may be rejected but please get in touch to see if we can accommodate your order.

Disclaimers: House of Bakes Wirral will not be held responsible for any bakes, cakes or items in any order once it has been handed to the customer. House of Bakes Wirral will not be held responsible for any unexpected motoring accidents or issues that may result in a delay to the delivery - however, in this case House of Bakes Wirral will do everything possible to ensure delays do not occur.

Pricing: for Local delivery, the prices to be expected are based on distance from CH49 0WN and duration of travel:

- Up to 5km: £5.00
- Between 5km and 10km: up to £15.00
- Between 11km and 15km: up to £25.00
- Between 16km and 25km: up to £35.00
- Between 26km and 30km: up to £45.00
- Between 31km and 40km: up to £60.00
- Between 41km and 50km: up to £80.00

3. PICKUP/COLLECTION

Pickup/Collection Service: All orders are available for pickup at the House of Bakes Wirral home-bakery during an allocated time slot which is determined between the customer and House of Bakes Wirral. Disclaimers: House of Bakes Wirral will not be held responsible for any bakes, cakes or items in any order once it has been handed to the customer. Customers must ensure they are on time for scheduled pickups, a late fee might be charged for late pick ups. As the bakery is run from a home, unscheduled visits will not be welcomed.

CUSTOMERS REQUIRING MULTIPLE DELIVERY OPTIONS

Customers will be contacted to arrange delivery/collection/postage options after their purchase. Customers changing to pick up only will be refunded any postage monies taken at the time of ordering.