



Order Terms and Conditions

PLACING AN ORDER

Orders can only be placed on-line via our website.

Please note we do not accept telephone orders. Full payment is required at the point of ordering. You will be provided with an order confirmation with an order number and a payment receipt. If ordering on-line, check your junk mail folder as confirmations may be redirected there by your security software. Please check your copy of the order carefully and let us know if any items are incorrect.

Chocolate Party Express cannot accept responsibility for errors made during the ordering process by the customer.

Orders require a minimum of 24 hours notice. Wedding cakes and special or large orders require a minimum of 48 hours. The earliest possible fulfilment time is always offered when placing an online order.

CHANGES TO ORDERS

Alterations to orders may be requested but cannot be guaranteed. No amendments or additions can be made with 24 hours of order fulfilment. Any alternations or amendments may incur an additional charge. Please note any changes will not be guaranteed until an email confirmation has been received.

Orders placed for next day delivery cannot be amended, altered or cancelled once placed.

DELIVERY OF AN ORDER

It is the customers responsibility to ensure a complete and correct address is supplied, along with a correct phone number for contact. It is also the customer's responsibility that there is someone to accept the delivery at the address. Chocolate Party Express cannot accept responsibility for late or missing deliveries due to insufficient or incorrect information supplied, or because there is no-one to accept delivery.

QUALITY

Chocolate Party Express are hand-made, using fresh natural ingredients.

Therefore there may be slight variations in appearance from those shown in our publicity material. We reserve the right to replace unavailable components with those of equal or better quality. Decorative cases colour as shown is illustrative only - if a specific colour is required this must be requested at the time of ordering.

CONSEQUENTIAL COSTS

Chocolate Party Express will make every effort to fulfil your order correctly. In the unlikely event that this does not occur, please note Chocolate Party Express does not accept any responsibility for consequential costs incurred due to errors made with products supplied or delivered. This does not affect your statutory rights.

CANCELLATIONS

Please note this cancellation policy applies to orders placed on or after 14th June 2019.

We can only guarantee a full refund of your order up to 14 days prior to the collection or delivery date. Please note that if you cancel between 14 days to 72hrs prior to delivery or collection date you will receive a maximum of 50% of the order total. In the event of cancellations within 72hrs of collection or delivery, Chocolate Party Express reserves the right to retain the total value of the order to cover costs.

Please note if you place an order for collection or delivery within 72hrs you are ordering it in a non-cancellation period. Therefore, Chocolate Party Express reserves the right to retain the total value of the order to cover costs. Orders placed for next day delivery cannot be amended, altered or cancelled once placed.

ORDER CUTOFF TIMES

To be able to process and supply your order on the date requested you must complete payment by lunchtime cutoff time (12:30am).

If the order is not completed and payment received by the cutoff time we will be unable to supply the product on the requested date, and we reserve the right to refuse any orders which are completed after the required cutoff time.

For more details contact our Support Office info@chocolatepartyexpress.co.uk during normal office hours 9am-5pm Monday - Friday.

PRICE CHANGES

Chocolate Party Express reserve the right to make price changes without prior notice, but guarantee that no price increase will apply to any confirmed paid orders made by a customer for delivery on a date after which a price increase has been made.

CUSTOMER SATISFACTION

We work hard at Chocolate Party Express to ensure your complete satisfaction with our products.

If you are not entirely satisfied with your purchase or the standard of our service you should first speak to us. Alternatively you can contact us at Head Office via post, email or on-line form.

Customer Service Department Chocolate Party Express

12 Burberry Close

Rogerstone

Newport

NP10 9JU

Email info@chocolatepartyexpress.co.uk

Or use our on-line form found under the [Contact Us](#) session on our website. We will endeavour to give all complaints our urgent attention. Your complaint will be acknowledged within 5 working days and we will endeavour to resolve the matter within 15 working days.