



Terms and Conditions CeeZee's

CeeZee's is the trading name of CEEZEE'S LTD

Companies House Reg No. 16159466

Last Updated: 27/01/2025

Thank you for visiting CeeZee's, your go-to online store for sweets treats and freshly baked goods. By using our website and purchasing products from us, you agree to the following Terms and Conditions. Please read them carefully before placing an order.

1. General Terms

1.1 Agreement: By accessing and using our website, you agree to be bound by these Terms and Conditions and our Privacy Policy.

1.2 Eligibility: You must be at least 16 years old or have the consent of a parent or guardian to place an order.

1.3 Product Availability: All products are subject to availability. We strive to maintain up-to-date stock information, but we reserve the right to cancel or modify any order if a product becomes unavailable.

1.4 Nationwide Delivery: Cupcakes, Tray bakes and cake slices are currently only available for local delivery or collection.

1.5 Images: Images used on this site are for illustrative and sales purposes only, final product or wrapping may differ in appearance.

2. Orders and Payment

2.1 Order Process: After placing an order, you will receive a confirmation email. Your order will be processed once payment is received.

2.2 Pricing: All prices are listed in GBP and include applicable taxes unless otherwise stated. Shipping fees are calculated separately and will be shown at checkout.

2.3 Payment Methods: We accept payment via debit or credit card or PayPal. By submitting payment information, you confirm that you are authorized to use the payment method.

2.4 Order Modifications or Cancellations: If you wish to modify or cancel your order, please contact us immediately. We are unable to make changes once the order has been processed or shipped.

3. Shipping and Delivery

3.1 Shipping Policy: We currently ship to the United Kingdom. Shipping costs will vary based on your location, and you will be notified of the exact shipping cost at checkout.

3.2 Delivery Time: We aim to process and ship orders within three working days, but delivery times may vary depending on your location and carrier delays.

3.3 Shipping Delays: We are not responsible for delays caused by weather, postal services, or other circumstances beyond our control.

3.4 Incorrect Address: It is the customer's responsibility to provide an accurate shipping address. If an order is returned due to an incorrect address, additional shipping fees may apply.

4. Returns and Refunds

4.1 Return Policy: Due to the perishable nature of our products, we do not accept returns or exchanges for cookies, cupcakes or any other food items. If you receive a damaged or incorrect order, please contact us within 48 hours of delivery with photographic evidence, and we will resolve the issue. If you have ordered a non-perishable item such as wax melts, candles etc. You have the right to a refund or exchange you must send this back to us within 14 days of receipt and we will refund you within 14 working days of us receiving the item(s).

4.2 Refunds: Refunds may be issued in cases of damaged goods or if we are unable to fulfill your order. We reserve the right to offer either a replacement or a full refund depending on the circumstances.

5. Allergens and Dietary Restrictions

5.1 Ingredients: Our cookies and cupcakes may contain common allergens such as dairy, nuts, gluten, eggs, soy, and others. Please refer to the product descriptions for ingredient details.

5.2 Custom Orders: If you have specific dietary restrictions, please contact us before placing an order to ensure we can accommodate your needs. We make no guarantees regarding cross-contamination.

6. Intellectual Property

6.1 Trademarks and Content: All content on this website, including but not limited to images, text, logos, and recipes, are the property of CeeZee's and are protected by copyright, trademark, and other intellectual property laws. You may not use, copy, or distribute any content without our express permission.

7. Limitation of Liability

7.1 Indemnity: By using our services, you agree to indemnify and hold CeeZee's harmless from any claims, damages, or liabilities arising from your use of our website and products.

7.2 Limitation of Liability: To the fullest extent permitted by law, CeeZee's is not responsible for any indirect, incidental, or consequential damages that may occur as a result of using our products or website.

8. Privacy

8.1 Data Collection: We collect personal information such as your name, address, email, and payment details in order to fulfill your order and provide a smooth shopping experience. For more information, please read our Privacy Policy.

8.2 Third-Party Services: We may use third-party services to process payments or ship your orders. These services have their own privacy policies, and we encourage you to review them.

9. Governing Law

9.1 These Terms and Conditions are governed by and construed in accordance with the laws of London, England, and you agree to submit to the exclusive jurisdiction of the courts located in London, England.

10. Changes to Terms and Conditions

10.1 **Updates:** We reserve the right to update or modify these Terms and Conditions at any time. Any changes will be posted on this page, and the "Last Updated" date will be revised accordingly.

11. Contact Us

If you have any questions about these Terms and Conditions, please contact us at:

CeeZee's Ltd

Email: CEEZEES@OUTLOOK.COM