



## Terms & Conditions

### 1. OUR COMMITMENT TO YOU

As we pack each chocolate box ourselves we can guarantee that the truffles are dispatched in perfect condition and we are sure that you will be delighted with the chocolates that are received. If, however, in the event that you do not receive your chocolates in the same condition that they were dispatched, or you feel the product does not exactly match the item you ordered, please contact us immediately.

In the unlikely event of an item being delivered in a damaged condition, please return the complete item, along with a note of the reasons for the return to us and ensure you obtain and keep a proof of posting. We will assess the claim, and where appropriate, arrange for an immediate replacement or refund accordingly. Except for where any problems can be clearly established as our initial liability, all refunds will be for the purchase cost of the product and will not include the original p&p fee or your costs to return the product.

### 2. DELIVERY

Each item is sent by Royal Mail recorded delivery and will need to be signed for. If you would like your order delivered on a particular day to facilitate this, please specify this when you order and we will do our utmost to fulfil your requirement.

If no-one is available to accept delivery during normal working hours, a card will be left by Royal Mail advising that they tried to deliver and details of how to collect or arrange re-delivery.

We are unable to accept liability if delivery cannot be carried out on the day that the item was expected or if the chocolates are not stored correctly during their transit back and forth to delivery addresses/ Royal Mail depots or if they are left in postal vans during hot conditions. During the Summer months' chocolates are sent recorded delivery in the last post of the day when it is coolest (7.25pm). However, we cannot accept responsibility for weather conditions or excessive over-handling once the product has left our control so please consider the delivery arrangements when ordering mid Summer!

### 3. PERSONAL DETAILS

Cloud Nine does not sell or pass on any details of personal or business customers, however, we may from time to time advise you of any new and exciting products and special offers that we may have available.

### 4. ALLERGY INFORMATION

All our truffles and pralines either contain nuts or may have been prepared in an environment where nuts may have previously been used.

### 5. GENERAL

1. If we are asked to dispatch a package with a message we feel is inappropriate or which may cause offence to the recipient, we reserve the right not to include it, however, we shall of course include the name of the sender.
2. Although we always have fresh supplies of all our truffles, it may be that on the odd occasion a particular truffle or praline is not immediately available. If this is the case, we will contact you to suggest an alternative.