

## REFUND POLICY

### REFUNDS ON FOOD ITEMS

We work hard to make our food as consistently good as possible, but occasionally issues do occur with quality. If you have bought a product and are not happy with it, you can contact us at [hello@petercooksbread.co.uk](mailto:hello@petercooksbread.co.uk) and we will offer a replacement or refund where appropriate. Notify us by email to request a refund to [hello@petercooksbread.co.uk](mailto:hello@petercooksbread.co.uk) and return items to the bakery for a refund to be issued. Items sent back to us without first requesting a return will not be accepted. Please attach photographs where possible.

Everything is baked fresh to order. Our products do not contain preservatives, so we suggest food is kept covered, in a cool place and eaten following product use-by dates. We cannot be held responsible for product deterioration as we cannot determine the storage conditions.

You can always contact us for any return question at [hello@petercooksbread.co.uk](mailto:hello@petercooksbread.co.uk).

### FOOD SAFETY

We take all precautions against cross-contamination; we do handle the following allergens in the bakery and our food may contain traces of:

- Gluten (wheat, barley and oats)
- Tree nuts (not peanuts)
- Sesame
- Soya
- Egg
- Milk
- Mustard
- Sulphur dioxide

### DAMAGES AND ISSUES

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item so that we can evaluate the issue and make it right.

### EXCEPTIONS/NON-RETURNABLE ITEMS

Unfortunately, we cannot accept returns on sale items or gift cards.

### REFUNDS

We will notify you once we've received and investigated your return request, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process this.