



TERMS AND CONDITIONS

All products are made by Mutherfudger and sale is subject to the following terms and conditions. Everything we make is made 'from scratch' and baked and decorated to order, just for you.

Ingredients: (For common allergens, please see ingredients in bold)

Chocolate: **Wheat flour**, vegetable fat spread, **butter**, sugar, free-range **egg**, cocoa powder, vanilla extract

Vanilla Bean: **Wheat flour**, vegetable fat spread, **butter**, sugar, free-range **egg**, vanilla bean extract

Almond: **Wheat flour**, vegetable fat spread, **butter**, sugar, free-range **egg**, **almond extract**

Limited edition seasonal flavours will be available at certain points throughout the year, and a list of ingredients will be available on the order page at the time.

Royal Icing: Fair trade cane icing sugar, dried pasteurised **egg** white, cream of tartar, artificial colourings (may have an adverse effect on activity and attention in children)

Dietary Disclaimer: All colourants and flavourings used are kosher and vegetarian. For liability reasons, we cannot offer gluten or dairy free products, or guarantee that products are nut free. All products are made in premises in which wheat flour, dairy and nuts are used, and while every effort is taken to keep ingredients separate, products may contain traces of known allergens. Please contact us at madnad@mutherfudger.co.uk if you require any further information about allergens in our products.

Storage

Cookies that are individually wrapped should be stored at room temperature, for up to 2 months. Once unwrapped, cookies should be stored in an airtight container at room temperature, and eaten within 1 week. They will be safe to eat after this period, but will not be at their best quality.

Online Store Orders

Please allow a minimum of 7 business days for dispatch of orders. To ensure freshness of product, no stock is kept of completed products and all cookies are baked to order.

Delivery

All Online Store orders are posted using Royal Mail Small Parcel 'Signed For', or Royal Mail Large Letter 'Signed For' (dependant on weight/size). For larger orders (over 2kg), ParcelForce or MyHermes (2-3 business days) will be used. While every care is taken to ensure your order arrives safely, Mutherfudger cannot be held responsible for any damage caused in transit.

Custom Cookies Orders

We are happy to do custom cookies for your event, promotion or celebration, schedule allowing. A minimum order of 30 cookies is required. A minimum of 4 weeks' notice is **mandatory**, and any requests with less notice will likely be declined or subject to a rush fee. Please email madnad@mutherfudger.co.uk or complete the enquiry form (<http://www.mutherfudger.co.uk/custom-orders/>) for a quote.

Retainer (deposit)

Once a custom order is accepted, an invoice is raised through Paypal for a 50% of the total value as a non-refundable retainer which is deducted from the final balance payable. The order is not considered confirmed until the retainer is paid. If the retainer invoice is not paid within 1 week of issue, the order is deemed cancelled.

Final Balance Payments

A final balance invoice is raised 4 weeks prior to collection/delivery date less any retainer paid. At this stage, no details of the order can be changed. This must be paid in full no within 1 week of issue or the order is deemed cancelled and any retainer paid is forfeit.

Cancellation Policy

Online Store orders All Online Store orders cancelled within 24 hours of ordering will be refunded in full less admin costs. Any orders cancelled after 24 hours will not be refunded as your product will already be under production. Postage will be refunded less admin costs. Please contact madnad@mutherfudger.co.uk to discuss should the situation arise.

Custom orders If the bespoke order is cancelled with more than 4 weeks to delivery, any payment received over and above the retainer will be refunded. If the order is cancelled with less than 4 weeks to delivery, then no refund will be offered as ingredients and packaging will have already been purchased.

Disputes

Please contact us at madnad@mutherfudger.co.uk in the first instance, before returning all items to us along with original packaging and your complaint will be assessed. Any refund given for disputes regarding an order are completely at the discretion of Mutherfudger and are not automatic.

Full refunds will only be considered if the order is returned in its entirety. Any order which has been wholly consumed, regardless of dispute, will not be refunded as consumption of the cookie is viewed as your acceptance that the order is adequate for the purpose for which it has been supplied. This in no way affects your statutory rights.

Intellectual Property and Copyright

Any custom cookie ordered from a picture or photo of an item produced by another baker or artist can only be reproduced as our interpretation of that image, and may not be an exact reproduction of the picture or colours. Copyrighted or trademarked images are strictly prohibited. All original designs by Mutherfudger should not be replicated without express permission.

Publication

From time to time, our designs may be published in magazines or websites, including Mutherfudger.co.uk. We reserve the right to use any image of a cookie or confectionery made by Mutherfudger for publication at a later date.

(terms & conditions published 2020)