

Terms and Conditions

Last Updated: Last Updated: 07/03/2025

Welcome to **Surrey Bread** (“we,” “us,” “our”). These Terms and Conditions (“Terms”) govern your use of our website [**surreybread.uk**] (the “Website”) and any purchases made through it. By accessing or using the Website, you agree to be bound by these Terms. If you do not agree, please do not use our Website.

1. Definitions

- **"Website"** refers to [**surreybread.uk**], operated by Surrey Bread.
 - **"You" or "Customer"** refers to any person accessing or purchasing from our Website.
 - **"Products"** refer to the baked goods and other items available for sale.
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2. Use of the Website

2.1 Eligibility

By using this Website, you confirm that:

- You are at least 18 years old or have parental/guardian consent.
- You will use the Website for lawful purposes only.

2.2 Account Creation

- You may be required to create an account to place orders.
 - You are responsible for keeping your login details secure.
 - We reserve the right to suspend or terminate accounts if fraudulent activity is detected.
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3. Orders and Payments

3.1 Placing an Order

- All orders are subject to availability.
- We reserve the right to refuse or cancel orders at our discretion.

3.2 Pricing and Payment

- Prices are listed in GBP (£) and may change without notice.
- Payment must be made at checkout via our secure payment providers (e.g., Stripe, PayPal).
- We are not responsible for additional charges such as currency conversion fees.

3.3 Order Confirmation

- You will receive an email confirmation after placing an order.
 - If you do not receive confirmation, please contact us at contact-help@surreybread.uk
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4. Shipping & Delivery

- Delivery is available within the areas specified on our Website.
- Delivery times are estimates and not guaranteed.
- We are not responsible for delays caused by external factors (e.g., weather, courier issues).
- If an order is undeliverable due to incorrect address details provided by you, no refund will be issued.

For more details, refer to our **Shipping Policy**.

5. Returns, Refunds & Cancellations

- Due to the perishable nature of our products, returns are **not accepted** unless the item is damaged or incorrect.
- If you receive a damaged or incorrect item, contact us within **24 hours** of delivery with photo evidence.
- Refunds (if applicable) will be processed to your original payment method within **5-7 business days**.

For more details, refer to our **Returns & Refund Policy**.

6. Allergies & Dietary Information

- Our products may contain **gluten, dairy, nuts, eggs, and other allergens**.
 - While we take precautions, cross-contamination is possible.
 - Customers with allergies must check product descriptions and contact us for clarification before ordering.
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7. Intellectual Property

- All content on the Website (text, images, logos, etc.) is owned by **Surrey Bread** and is protected under copyright laws.
 - You may not copy, reproduce, or distribute our content without written permission.
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8. Limitation of Liability

- We are not liable for any damages, including lost profits, arising from the use of our Website or products.
 - Our total liability, if any, shall not exceed the amount paid for the product in question.
 - We do not guarantee that the Website will always be available, error-free, or virus-free.
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9. Third-Party Links

- Our Website may contain links to third-party websites for your convenience.
 - We do not endorse or control these sites and are not responsible for their content or policies.
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10. Termination

- We reserve the right to suspend or terminate your access to the Website at any time for violations of these Terms.
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11. Governing Law

- These Terms are governed by and interpreted under the laws of **England and Wales**.
 - Any disputes shall be resolved in the courts of Surrey
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12. Changes to These Terms

- We may update these Terms at any time. The latest version will always be available on our Website.
 - Your continued use of the Website constitutes acceptance of the revised Terms.
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13. Contact Us

If you have any questions about these Terms, contact us:

Email: contact-help@surreybread.uk