Caribbean Cupcakes & Cakes Returns Procedure & Policy

Caribbean Cupcakes & Cakes are committed to ensuring you are completely satisfied with your purchase. If for any reason you are not, please contact us within 24 hours of receiving your goods. Please do not throw away or destroy any product you wish to return before you have spoken with us as doing so will affect any refund or replacement.

### Items damaged in transit

In cases where items incur damage through transit we will replace the goods free of charge once a detailed explanation and photographic evidence has been provided, as this will greatly aid the claims process filed with the carrier responsible for the delivery.  Please send photographic evidence to [contact@caribbeancupcakes.com](mailto:contact@caribbeancupcakes.com)

### Receipt of returned item and refund

On receipt and inspection of the item/s we will then issue a refund where applicable. You, the buyer, are responsible for covering all return postage costs and we, the seller, do not refund original postage costs for unwanted / incorrectly ordered items.

### Excluded items

We do not accept returns on perishable and consumable goods (I.E. food items), tailor made, special order items or personalised goods.

### Returns Address:

Caribbean Cupcakes & Cakes

87 Thorpedale Road

London

N4 3BQ