

TERMS & CONDITIONS

WHIPPED BY GEO TERMS & CONDITIONS, ALLERGEN STATEMENT, CANCELLATIONS AND REFUND POLICY

ALLERGEN STATEMENT:

All products may contain and/or have been in contact with peanuts, tree nuts, wheat gluten, dairy products, eggs, soybean derivatives and other allergens. Whipped by Geo also uses confectionery that also may contain peanuts and/or tree nuts. As we are a registered home-based kitchen traces of peanuts, tree nuts, soy and sesame may also be present. We strongly advise that all allergies are made known to us upon first contact.

Our products are made using high quality ingredients that are sourced locally where possible. Whipped by Geo products are made to order and are hand-made by our team in accordance to the agreed details provided on the issued invoice.

When you would like to go forward with the quoted order, Whipped by Geo will then provide an invoice that will include direct debit bank details or a link to a secure online payment system (Stripe).

All orders to Whipped by Geo must be paid in full prior to the collection or delivery unless arranged otherwise. Whipped by Geo requires a 50% non-refundable deposit to secure all orders and full payment must be paid before the due date listed on the invoice. Failing to complete part or full payment may result in your order being cancelled at any time after the given due date and any deposits/part payments being non-refundable. All orders placed through our website on www.whippedbygeo.co.co.nz are paid in full in advance when an online order is completed.

We do not offer refunds if orders are cancelled after the invoice has been paid and passes its expiry date. Whipped by Geo reserves the right to offer a part or full refund under compassionate grounds at their discretion.

The reasoning of this policy is that preparation of your order will have already commenced (ordering products, ingredients etc.), therefore if you then cancel, that particular order would have already involved production time and labour we must account for. An issued invoice is not classed as a booking, the minimum of a 50% non refundable deposit is what ensures your booking to be allocated and secured.

All refunds for all products paid via our online payment system (Stripe) will have any online admin fees deducted. This includes any orders that are incorrectly placed by a customer.

All prices on www.whippedbygeo.co.nz are in NZD. We are not a GST registered business and therefore we cannot give GST receipts.

Once your product(s) has been collected, customers accept all responsibility for the transportation of their goods to its final destination. Whipped by Geo does not offer refunds if there are complications during the transit process. All custom orders are provided with written 'cake care' instructions prior to collection as well as a hard copy upon collection for the best way to transport and store your goods and it is up to the customer to follow these recommendations. Care instructions can also be found on our website at www.whippedbygeo.co.nz

Once your product(s) has been delivered, customers accept all responsibility for the ongoing care of their goods. Whipped by Geo does not offer refunds if there are complications with the ongoing care that must be provided by the customer/consumer. All custom orders are provided with written 'cake care' instructions prior to collection as well as a hard copy upon collection for the best way to transport and store your goods and it is up to the customer to follow these recommendations. Care instructions can also be found on our website at www.whippedbygeo.co.nz

As per our care instructions provided on our website, physical cake care cards and verbally, any cake/product that is placed in direct sunlight or in a warm atmosphere (inside or outside) has a possibility of deforming or melting due to the heat. We are not liable for the ongoing care of any products once they have been picked up or delivered.

When your goods are collected by yourself or a designated party and are taken off our premises, it is then considered "accepted", meaning that you or your designated party are happy with your goods and accept your product(s). Refunds requested due to the colour shading, style or decoration will not be offered once the cake/products have left the premises of the business address. If you are unhappy with any of the above, this must be voiced upon collection. We will try to the best of our ability to rectify the situation at our discretion and where possible or offer a partial or full refund at our discretion on the proviso that the cake is returned to us unconsumed and undamaged. If your goods have been consumed and are not in their original condition, unfortunately, we are unable to provide a refund or accept it as a return; however, we can offer future store credit at our discretion.

Pick times are discussed and allocated when your booking is confirmed. Should you not show up in the given time slot, Whipped by Geo reserves all rights to cancel your order and retain the full amount paid and goods unless arranged otherwise.

As some of our products are able to be shipped nationwide, we use New Zealand courier services to transport our goods and are sent via overnight delivery service. We ship in accordance with the overnight posting t&c's and that overnight/next day delivery is only an estimate and is not guaranteed and Whipped by Geo is not held liable for any late or missing deliveries. Once goods are collected by the courier service, Whipped by Geo holds no responsibility and customers are purchasing at their own risk. We do not offer refunds on any late, missing or damaged goods. Whipped by Geo reserves all rights to offer a refund under compassionate grounds at their discretion..

Whipped by Geo will only give refunds in accordance to the policies listed above as well as the Consumer Guarantees Act 1993 and the Fair Trading Act 1986 within five working days. Whipped by Geo gives refunds as store credit only and does not offer cash refunds.

If there are any unforeseen events such as a pandemic, natural disaster or other major unforeseen circumstances that are beyond our control, refunds for any deposits, part or full payments may not be offered. However, Whipped by Geo reserves all rights to offer part or full refunds at their discretion.

Whipped by Geo reserves all rights to take progress and final product pictures and use them for advertising, social media and e-commerce. Photos will only be used in social media feeds after the product(s). Any and all photos both on site and at venues are included.

SHIPPING POLICY

All of our nationwide delivery products are shipped via 1-2 day courier with NZ Post Couriers. We do not ship to Rural or PO box addresses.

Your products are shipped out on the day you have selected and your tracking number will be allocated when your order is collected by the courier if not before.

All of our items are made fresh to order and perishable. We ensure that our products are packaged appropriately for them to arrive safe and sound. All of our nationwide products are individually heat sealed to ensure freshness as well as food safety.

NZ Post does its best to deliver all of their shipped items within the delivery targets they, nor we, can guarantee they will be delivered within these targets.

Shipping is at the risk of the buyer. We ensure that your parcel is packaged safely and we take no responsibility for any damages that occur once your parcel has been collected from our premises. We do not have any control over any orders once they have been collected so if you have any issues please contact NZ Post directly.

All of the above terms, conditions and policies are subject to change at any time by Whipped by Geo without notification.