



Tel: 0116 340 6599

Email: [Hello@positivebakes.com](mailto:Hello@positivebakes.com)

## Positive Bake's Refund & Return's Policy

### Right To Cancel

As our products are perishable products, you are not entitled to the "normal" right to return goods within 14 days after the day you receive them, simply if you change your mind. If your reason for return is that you're not happy with your order, please contact us on 0116 3406599 or via [hello@positivebakes.com](mailto:hello@positivebakes.com) within 24 hours of receiving your order.

### Returns

We have high standards when it comes to packaging your order however mistakes, do occur from time to time. As part of our customer objectives, we will do our utmost to resolve your query with speed, ease and with absolute minimal inconvenience, again we ask this is reported within 24 hours. We will review each case individually; in some cases, we may require further information such as pictures so we can choose the best course of action. Our aim is to provide the best solution for you as quickly as possible.