

WHISK

TERMS AND CONDITIONS

By ordering any products or items from Whisk Stklm AB ("WHISK") you agree to these Terms and Conditions.

Payment & Deposit

WHISK requires a 50% non-refundable deposit to confirm an order. The remaining 50% is due 2 weeks before the delivery/pickup date ("DP Date"). Orders placed less than 2 weeks in advance of the DP Date must be paid in full. Payment can be made earlier if you wish. Failure to complete payment 2 weeks before the DP Date may result in your order being cancelled.

Refunds and Cancellations

All WHISK products are baked to order and we do not accept returns. Deposits are non-refundable due to WHISK turning away other bookings. Full payments made more than 4 weeks in advance of the delivery date will receive a partial refund of 50% of the total amount paid less a cancellation fee of 250kr. No refunds will be made on any orders cancelled with less than 2 week's notice. In the very unlikely event that WHISK have to cancel your order for any reason, WHISK will give you as much notice as possible, and discuss the matter with you and try to agree a suitable alternative. If you do not wish to accept WHISK's suggested alternative, then we will refund the full price to you.

Alterations to Order

If you have any queries or need to make any changes to an order please contact WHISK immediately. Alterations and amendments must be submitted in writing. WHISK will assess the request for an alteration, and endeavour to make alteration where possible dependant on the design and amount of notice given. WHISK will let you know if the requested alterations affect the price and any agreed timetable.

WHISK Box, Cake Stand, Cake Topper or Cake Tray Hire

All our products are packaged in reusable boxes and all cakes are on reusable cake boards (the "Packaging"). We have a selection of cake stands and toppers ("Hired Items") available to hire for which a hire fee is required in advance. It is your responsibility to return any Packaging and any Hired Items to our store within 14 days (during opening hours). You will be charged 750kr in the event that the Packaging are damaged or returned late. Any additional amounts for Hired Items will be stated when your order is confirmed. We are not liable for any damages that occur to the Packaging and/or Hired Items after they are picked up or delivered and before they are returned. Our products may contain non-edible items such as wooden dowels in tiered cakes. These will be detailed on the delivery note and must be removed before serving or eating and returned with any Packaging or Hired Items.

Damage

In the unlikely event that your order arrives damaged, you have to report the damage to us within 12 hours and send photographic evidence of the damage if you wish to claim a refund or replacement. WHISK accepts no liability for products or items that are damaged after they have been delivered to the agreed location or picked up by you. WHISK requires that orders be signed for to say that the item has arrived in perfect condition or was in perfect condition when picked up. WHISK products are fragile and require care and attention when handling, storing, and displaying. Please pay careful attention to any storage and transportation (where relevant) instructions that will be provided by WHISK. Given the nature of the goods, minor variations of colour and design may apply as WHISK use natural ingredients.

We cannot be held liable for any damages to the product(s) and item(s) we have delivered once we have delivered or delivered and set up the product and signed for. If the product(s) and item(s) are collected from WHISK, we cannot be held liable for any damages to the product(s) and item(s) once they have left WHISK's premises. The collection vehicle should have a flat surface and be clean and tidy. The product(s) and item(s) can be very fragile so we advise to transport them very slowly and carefully.

Allergies and Dietary Requirements

Please discuss any allergies or special dietary requirements with us before making payment. Please note our products are not suitable for those with some allergies as our kitchen handles wheat and nuts.

Delivery

WHISK will always endeavour to deliver within the given time slot, however delivery timings cannot be guaranteed. Refunds will not be given for delayed deliveries. In the unlikely event delivery is delayed, WHISK will always endeavour to deliver the cake to you as close as possible to the given delivery time.

Data

Any personal data that we collect is only used by WHISK to fulfill your order. We do not send out marketing emails or sell your personal data.

If you have any concerns please let us know by emailing us and we will do our best to assist you!

PRIVACY POLICY

Who we are

We are Whisk Stklm AB and our webshop address is: <https://whisk.se/store>.

What personal data we collect and why we collect it

- **Cookies**

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

- **How long we retain your data**

For users that register on our website, we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

- **What rights you have over your data**

If you have an account on this site you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

- **Where we send your data**

We do not sell or share your data with third parties; it is used only to fulfil your orders. You will not receive marketing information from us either.