



Leona Cookie Co.

Customer Terms & Conditions & Policies

Effective from: 27/08/2026

Business owner: Brittany Kemble

Email: hello@leonacookieco.co.uk

Website: leonacookieco.co.uk

1. General Terms & Conditions

1.1 About the business

Leona Cookie Co. is a small, independent bespoke cookie business specialising in handmade, decorated cookies for celebrations, events, gifting and seasonal occasions.

All cookies are handmade to order or produced as part of a limited seasonal collection.

1.2 Quotes

Quotes are based on the information provided at the time of enquiry, including:

- Number of cookies
- Design and level of detail
- Personalisation
- Flavour
- Packaging
- Collection or delivery requirements

Unless otherwise stated, quotations are valid for **7 days**.

A quotation does not constitute a confirmed booking. Your order and date are only secured once the required payment has been received and your booking has been confirmed by Leona Cookie Co.

1.3 Pricing

The price quoted covers the agreed specification.

Any changes requested after a quotation has been accepted may result in an additional charge.

This includes changes to:

- Quantity
- Cookie shape
- Design
- Colours
- Personalisation
- Packaging
- Flavour
- Delivery arrangements

1.4 Minimum order

The minimum order for **custom decorated cookies** is **12 cookies**.

Seasonal cookie boxes are separate products and are not subject to the 12-cookie minimum.

Wedding, corporate or large event orders may have different minimum quantities, which will be confirmed within the quotation.

1.5 Standard notice period

Our standard notice period for 60 custom cookies or less is **14 days** in advance, (subject to availability). 60+ cookie orders will need a minimum **28 days** in advance, (subject to availability).

Orders requested with less than 14 days' notice are considered **rush orders** and are subject to availability and our rush-order fee outlined below.

We cannot guarantee that we will be able to accept a rush order.

1.6 Handmade products

Every cookie is handmade with love.

Because of this, minor variations in colour, shape, icing, texture, finish and decoration may occur.

These variations are a natural part of handmade products and do not constitute a fault.

If you provide an image as inspiration, we will use it to understand your preferred style and design. However, we cannot guarantee an exact replica of another decorator's work.

1.7 Customer approval

Customers are responsible for checking all order details before approving their design.

This includes:

- Names
- Spelling
- Dates
- Numbers
- Wording
- Colours
- Quantities
- Design details

Once the design has been approved, we will proceed according to the approved specification.

We cannot accept responsibility for errors that were present in the customer-approved wording or design.

1.8 Right to decline an order

We reserve the right to decline an order where we are unable to safely, legally or reasonably fulfil the requested work.

2. Payment & Deposit Policy

2.1 Orders under £50

Custom orders with a total value of **less than £50 require full payment at the time of booking.**

The booking is confirmed once payment has been received.

2.2 Orders of £50 or more

For custom orders of **£50 or more**, a **50% deposit** is required to secure the booking.

The remaining **50% balance is due 7 days before the agreed collection or delivery date**.

The order will not be considered fully paid until the balance has been received.

2.3 Securing your date

Your date is not considered booked until the required deposit or full payment has been received and your booking has been confirmed by us.

A verbal agreement or enquiry does not reserve a date.

2.4 Late payment

If the final balance has not been received by the required due date, we will contact you to arrange payment.

If payment remains outstanding, we may be unable to proceed with the order.

3. Rush Order Policy

Our standard notice period for 60 custom cookies or less is **14 days** in advance. 60+ cookie orders will need a minimum **28 days** in advance.

Where we are able to accept an order with less than 14 days' notice, it will be considered a rush order.

Rush orders are subject to:

- Availability
- A **30% rush-order fee**
- **Full payment upfront**

The 30% rush fee is calculated based on the total cost of the custom order.

For example:

Custom order: £100

Rush fee: £30

Total: £130

The order will only be confirmed once the full amount has been received.

We reserve the right to decline rush orders where our production schedule does not allow us to fulfil them to our usual standard.

4. Cancellation Policy

Because custom cookies are made specifically for each customer, cancelling an order may result in costs having already been incurred.

4.1 Cancelling a custom order

If you need to cancel your order, please contact us as soon as possible.

We will assess the cancellation based on:

- How much notice has been provided
- Whether materials have already been purchased
- Whether design work has been completed
- Whether production has started
- Whether the date has been reserved exclusively for the order
- Any other reasonable costs or losses incurred

Where an order is cancelled sufficiently early and significant costs have not been incurred, we will assess whether some or all of the amount paid can be refunded.

4.2 Late cancellations

If an order is cancelled close to the collection/delivery date, we may already have committed significant time and materials to the order.

In these circumstances, some or all of the amount paid may be retained to cover reasonable costs or losses incurred, to the extent permitted by applicable law.

4.3 Cancellation once production has started

Once personalised or bespoke food production has begun, cancellation or changes may not be possible.

Any refund or other remedy will be considered based on the circumstances and applicable consumer rights.

4.4 Cancellation by us

If we need to cancel an order for reasons within our control, we will contact you as soon as possible and provide an appropriate remedy, including a refund where required.

Nothing in this policy affects any statutory rights you may have.

5. Design & Design Change Policy

We want your cookies to be special and personal to your event, while also making sure we can manage our production time fairly.

5.1 Initial design

Your design will be based on the information discussed and agreed when your order is placed.

Where appropriate, we may provide a design concept, mock-up or written description for approval.

5.2 Included design amendments

Each custom order includes **one reasonable round of minor design amendments**.

Examples include:

- Changing a colour
- Changing a small piece of wording
- Making a minor decorative adjustment

5.3 Amendment deadline

Any amendments must be requested and approved **at least 10 days before your order is due** for orders of 60 cookies or less. And **21 days before your order is due** if your order is more than 60 cookies.

This allows us sufficient time to prepare your order.

5.4 Major design changes

Major design changes are not included within the standard amendment allowance.

These may include:

- Changing the overall theme
- Requesting a completely different design
- Changing the cookie shapes
- Changing a significant proportion of the decoration
- Major colour palette changes
- Substantial changes to personalisation

Major changes will be **subject to availability and may incur an additional charge**.

5.5 Last-minute changes

Changes requested within 10 days of the required delivery date may not be possible.

If we are able to accommodate a last-minute change, an additional charge may apply.

5.6 Additional cookies

Requests for additional cookies after an order has been confirmed are subject to availability.

Additional cookies will be charged at the applicable price.

We cannot guarantee that additional cookies can be accommodated once production has been scheduled.

5.7 After production begins

Once preparation or production has started, design changes may no longer be possible.

6. Seasonal Cookie Box Policy

Seasonal cookie boxes are limited-edition collections created for specific occasions throughout the year. The exact designs, flavour, quantity, packaging and price will be stated when each seasonal collection is launched.

6.1 Payment

Seasonal cookie boxes must be **paid for in full at the time of ordering**.

Payment confirms your order, subject to availability.

6.2 Bespoke changes

Seasonal boxes are pre-designed collections rather than custom orders.

Individual changes to:

- Colours
- Designs
- Wording
- Cookie shapes
- Quantities

are not available unless specifically stated in the product description.

6.3 Preparation & Lead Time

Our Seasonal Cookie Boxes are made to order, rather than prepared and stored in advance. Each box is individually baked, decorated, finished and carefully packaged by hand.

For the Seasonal Cookie Boxes, please allow **approximately one week** for your order to be prepared and dispatched, followed by the delivery time of the postal service selected.

The one-week preparation period is not a guaranteed delivery date. Royal Mail delivery times are estimates and can occasionally be affected by circumstances outside our control.

We recommend ordering as early as possible if your cookies are intended for a particular occasion or date.

We may occasionally be able to accommodate an order with less than one week's preparation time, depending on our existing production schedule.

Short-notice orders are **not guaranteed** and will only be accepted where we have sufficient capacity.

6.4 Limited Availability

Our Seasonal Cookie Boxes are released in limited quantities during each seasonal collection.

As a small, independent business, the number of boxes available will vary depending on our capacity and the time required to prepare each collection. This allows us to ensure that every box is made with the care and attention we pride ourselves on.

Once the available boxes have sold out, orders for that collection will close. We may release additional availability if our schedule and capacity allow, but this cannot be guaranteed.

We recommend ordering early, particularly for popular seasonal occasions.

Seasonal Cookie Boxes are offered on a **first-come, first-served basis**, subject to payment being received in full.

An order is only confirmed once payment has been successfully received and confirmation has been issued by Leona Cookie Co.

6.4 Email List Pre-Orders

Subscribers to the Leona Cookie Co. email list may be given the opportunity to pre-order Seasonal Cookie Boxes before they are made available to the wider public.

Pre-order access will be provided through a dedicated pre-order form or ordering link shared with email subscribers.

Pre-order availability will remain limited and will be offered on a first-come, first-served basis. Joining the email list does not guarantee that a Seasonal Cookie Box will be available.

Once the pre-order allocation has been reached, the pre-order form may close.

Any remaining availability may then be released to the general public.

6.5 Cancellation

Because seasonal boxes may be produced in limited quantities for a particular ordering period, cancellation requests will be considered based on the stage of the order and applicable consumer rights.

7. Postal Delivery

We are delighted to offer postal delivery on selected cookie orders. Postal delivery is currently available within the UK and is subject to the availability of the product, packaging requirements and our ability to safely fulfil the order.

Postal orders are sent using Royal Mail Tracked 24. This service aims to deliver on the next working day, but this is a delivery aim rather than a guarantee, and delivery times can vary depending on the destination, time of year and circumstances outside of our control.

Postal orders are normally dispatched Monday–Thursday. We do not normally dispatch postal orders on Fridays, weekends or bank holidays, as this may increase the time your cookies spend in transit or at a sorting facility.

Once your order has been dispatched, you will receive confirmation and tracking information where applicable.

Please note that the dispatch date is not the same as the delivery date. We cannot guarantee a specific delivery date or time once your parcel has been handed to Royal Mail.

7.1 Preparing Your Postal Order

All postal orders are carefully prepared and packaged to help protect the cookies during transit.

Cookies will be individually packaged and placed within suitable protective packaging before being secured inside a strong postal box. We take care to minimise movement within the parcel, as decorated cookies are delicate handmade products.

7.2 Postal Delivery & Delays

Once your parcel has been handed to Royal Mail, delivery is outside of our direct control.

Royal Mail Tracked 24 has a next-working-day delivery aim, but this is not a guaranteed service. Delays can occasionally occur due to factors including operational issues, adverse weather, peak periods, destination postcode or other circumstances beyond our control.

We will provide tracking information where available so that you can monitor the progress of your parcel.

If your parcel appears to be delayed, please contact us and we will do what we reasonably can to assist. Where appropriate, we may also contact Royal Mail or raise an enquiry on your behalf.

Please remember that postal delivery times are estimates and customers should take this into consideration when ordering cookies for a particular occasion.

We strongly recommend ordering in advance of important dates and celebrations.

7.3 Delivery Address

The customer is responsible for providing a complete and accurate delivery address, including the correct postcode.

Please check your delivery details carefully before placing your order.

If an incorrect or incomplete address is provided and the parcel is subsequently returned to us, we may be able to arrange re-delivery where possible. Any additional postage or delivery costs resulting from an incorrect address supplied by the customer may be payable by the customer.

We cannot be responsible for delivery problems resulting from an incorrect or incomplete address supplied at the time of ordering.

7.4 Delivery to a Safe Place or Neighbour

Royal Mail may offer customers delivery options such as a safe place or preferred neighbour, depending on the service and options available.

If you choose to use an alternative delivery instruction provided by Royal Mail, please be aware that this may affect when and where the parcel is considered delivered.

We recommend choosing a secure and suitable location where possible, particularly during warm weather.

7.5 Postal Orders & Delivery Damage

We take great care when packaging postal orders and use protective packaging designed to help keep your cookies safe during transit. However, cookies are delicate handmade products and we cannot completely eliminate the possibility of damage occurring during delivery.

If your cookies arrive damaged, please contact us as soon as possible, ideally within 24 hours of delivery.

Please provide:

- Photographs of the outer postal packaging
- Photographs of the inner packaging
- Photographs of the damaged cookies
- Your order number or customer details

Please retain the original packaging and all packaging materials until we have had an opportunity to review the issue, as these may be required when investigating the delivery problem.

We will assess each situation individually and will always aim to resolve genuine delivery issues fairly and in accordance with your statutory consumer rights.

Nothing in this policy affects your legal rights as a consumer.

7.6 Lost or Missing Parcels

If your tracking information indicates that your parcel has been delivered but you cannot locate it, please check any safe place, designated delivery location or with household members/neighbours where appropriate before contacting us.

If your parcel cannot be located, please contact us as soon as possible so that we can investigate and, where appropriate, contact Royal Mail.

We will work with you and the delivery provider to try to resolve the issue.

7.7 Hot Weather Policy

Decorated cookies can be affected by exceptionally warm temperatures, particularly during transit or while a parcel is waiting to be delivered.

During periods of exceptionally warm weather, we reserve the right to postpone dispatch where we reasonably believe that doing so is necessary to protect the quality and presentation of your cookies.

If your dispatch needs to be delayed, we will contact you as soon as possible and provide an updated dispatch date.

Where appropriate, we may also recommend that customers arrange for someone to be available to receive the parcel promptly.

We cannot guarantee that cookies will remain in perfect decorative condition if a parcel is left for an extended period in direct sunlight, extreme heat or another unsuitable environment after delivery.

7.8 Postal Delivery & Important Dates

If you are ordering cookies for a birthday, wedding, party or other special occasion, we strongly recommend allowing additional time for postal delivery.

While we will always aim to dispatch your order on the agreed date, Royal Mail delivery times are not guaranteed.

For important occasions, we recommend ordering sufficiently in advance to allow for any unexpected postal delays.

Where a specific arrival date is essential, please contact us before placing your order so that we can discuss the available options.

7.9 Postal Delivery Costs

Postal delivery charges will be displayed at the time of ordering or included within your quotation, depending on the type of order.

The delivery charge may include the cost of postage, packaging materials and preparation required to safely send your cookies.

Any optional upgraded delivery service must be selected and paid for by the customer at the time of ordering where available.

8. Delivery Policy

We offer delivery for large orders across our service area, subject to availability.

Our general delivery area currently covers locations including:

- Much of London
- Areas across Hampshire, Surrey and Kent

We may accept orders outside our usual delivery area at our discretion.

8.1 Delivery charges

There is **no single standard delivery charge**.

Delivery costs depend on:

- Customer location
- Distance
- Delivery requirements
- Order size
- Any applicable delivery service used

Your delivery charge will be calculated and included as part of your individual quotation.

8.2 Delivery times

Unless a guaranteed delivery service has specifically been agreed, delivery times are provided as an estimated window.

We will always make reasonable efforts to deliver within the agreed timeframe.

9. Damaged Orders

We take great care when packaging and preparing your cookies.

If your cookies arrive damaged, please contact us **as soon as reasonably possible, ideally within 24 hours.**

Please provide:

- Your order number/name
- Photographs of the outer packaging
- Photographs of the damaged cookies
- Any other relevant information

Photographs are particularly helpful because they allow us to assess what has happened and determine an appropriate resolution.

Where an order is damaged, faulty or not as described, we will assess the circumstances and provide an appropriate remedy in accordance with applicable consumer rights.

10. Allergen & Dietary Requirements Policy

Customer safety is extremely important to us.

Customers must tell us about any allergies, intolerances or dietary requirements **before placing an order.**

10.1 Allergen information

Ingredient and allergen information will be provided in accordance with the requirements applicable to the product and the way it is sold.

Customers should always check the current allergen information provided for their specific order before consuming the product.

10.2 Cross-contact

Our kitchen handles allergens.

We take appropriate precautions to minimise cross-contact, but our kitchen cannot be described as an allergen-free environment unless specifically stated and supported by our actual food-safety procedures.

10.3 Ingredients

Ingredients and suppliers may change.

Customers with allergies must check the allergen information provided for their specific order rather than relying on information from a previous order.

10.4 Dietary requests

We may be able to accommodate certain dietary requirements depending on the product and our food-safety procedures.

A request for a product to be, for example, gluten-free, dairy-free, egg-free or vegan does not automatically mean that the product is suitable for someone with a medically diagnosed allergy.

Please discuss dietary requirements with us before ordering.

11. Cookie Care & Storage

To keep your cookies looking and tasting their best:

Store them:

- In their original packaging
- In a cool, dry place
- Away from direct sunlight
- Away from heat
- Away from steam and moisture

Please avoid:

- Refrigerating the cookies unless specifically instructed
- Leaving them in direct sunlight
- Storing them somewhere hot or humid

- Placing any items on top of decorated cookies

Cookies should be handled carefully, preferably by the edges.

Please follow the specific best-before/use-by or consumption guidance supplied with your order.

12. Customer Photos & Reviews

We love seeing our cookies at your celebrations!

Customers may be invited to:

- Leave a review
- Tag us on social media
- Send us photographs
- Share photographs of their event

We may ask for permission to share customer-supplied photographs on our social media or website.

We will take reasonable care not to publish personal information that you have not agreed to share.

We may also photograph completed orders for our own portfolio and marketing purposes unless you have asked us not to do so before the order is completed.

13. Complaints & Customer Support

We genuinely want every customer to have a positive experience.

If you have a problem with your order, please contact:

hello@leonacookieco.co.uk

as soon as possible.

Please include:

- Your name
- Order details
- Description of the issue

- Photographs where relevant

We will review the issue fairly and work with you towards an appropriate resolution.

Nothing within these policies removes or limits any statutory consumer rights.
