

Terms and Conditions

When you place an order with North Suffolk Pantry it will be deemed that the Terms & Condition below have been read, understood, and agreed. Please contact us if you have any questions prior to ordering.

Allergens and Food Labelling

North Suffolk Pantry is dedicated to baking products using only NON-GLUTEN containing ingredients from our dedicated gluten free kitchen.

We only buy gluten free ingredients from reliable stockists and do not use any items that state, 'may contain traces of wheat/gluten'.

By law we must make customers aware that our products are not laboratory tested for the 20 parts per million of gluten to officially label them as gluten free, and pre-packed products should be labelled as 'may contain gluten'.

The above statement contravenes everything that we stand for and our current labelling lists in BOLD the allergens that we are aware are present in the product. From October we must list full ingredients and we are in the process of updating our labels to comply with Natasha's Law.

We will be having a small selection of our menu tested for gluten content by a UK laboratory as recommended by Coeliac UK as soon as this is financially viable; we will then label these products as Gluten Free.

All our products are baked in a kitchen that processes other food allergens including but not limited to: **MILK, EGGS, SOYA, TREE NUTS, PEANUTS, MUSTARD, SULPHITES, SHELLFISH, CELERY**

Insurance and Food Safety

We have full public liability insurance. Our domestic kitchen is registered with the local authority and we have been received our letter of authorisation to trade. We await a full inspection to obtain our star rating and, in the meantime, we follow advice and guidance from the Food Standards Agency. We will publish our rating as soon as this is available! We have completed a Level 2 Food Safety Certificate and Food Safety for the Retail Environment update. We have recently

completed the Food Standard Agency Allergy Awareness and Food Labelling training courses.

Prices and payment

Prices are frequently advertised on social media as offers or to promote new products. A full product list and prices can be provided, please message us on Facebook and we can attach a list or email northsuffolkpantry@gmail.com. Prices for bespoke orders will be agreed at the point of placing an order. Please be aware that any amendments made to a confirmed order may incur additional costs.

Contactless payments are available on collection or via PayPal or BACS transfers.

Payment for orders will be required prior to collection unless otherwise agreed at the time of ordering.

Amendments and Cancellations

A collection date will be agreed at the point of ordering, all products are freshly baked, so I am unable to accept cancellations within 48 hours of the collection date. If you have any amendments to your order, please let us know as soon as possible and we will endeavour to support your requests but cannot guarantee changes will be possible. Please note amendments may incur additional charges.

If for any reason, such as ill health or technical issues within the kitchen, we are unable to fulfil your order we will contact you without delay to reschedule a collection date or offer a full refund.

Collections and Deliveries

Collection will be arranged by appointment from North Suffolk Pantry. We do offer a local delivery service (up to 5 miles from Bungay Suffolk) - see website for fees. If you live further afield, we can discuss the option of using a courier to deliver goods to your door or discuss a postage option for some ambient/non-fragile products. All courier costs and additional packaging costs need to be paid for at the point of order confirmation. North Suffolk Pantry is unable to provide refunds for goods damaged in transit (by post or courier).

Covid-19

We operate in a Covid-19 secure manner maintain a high level of both kitchen and personal hygiene at all times. All collections/deliveries will be made according to current social distancing guidelines.