



Complaints Policy

At Dolly's, we take great pride in every order we create and always aim to exceed your expectations. However, as all our bakes are handmade, on rare occasions, something might not be quite right. We take all feedback seriously and will always do our best to resolve any issues fairly and promptly.

Raising a Concern

If you are unhappy with your order for any reason, please contact us within 24 hours of collection or delivery.

You can reach us via our social media pages, text message/WhatsApp including:

- Your name and order details
- A clear description of the issue
- Photos of the product (where applicable)

This helps us understand the situation and find the best solution as quickly as possible.

Timeframes

As our products are perishable, we can only consider complaints made within 24 hours of collection or delivery. After this time, we are unable to investigate effectively or offer remedies, as we cannot verify storage conditions or handling after collection/postage.

Refunds & Replacements

Refunds or replacements will only be offered if there is a genuine issue with quality or if the product differs significantly from what was agreed.

We are unable to offer refunds for:

- Change of mind
- Minor colour/design variations (as all bakes are handmade)
- Damage that occurs after collection or during transit/postal delivery
- Orders not collected within agreed times

Each case will be reviewed individually, and any goodwill gestures are at our discretion.

Our Commitment

We value every customer and take all feedback as an opportunity to learn and improve. Our goal is always to make sure you're happy with your experience and confident ordering from us again.

Thank you for your understanding and for supporting our small business, your trust means the world to us.