

Terms and Conditions

When you place an order or book to dine 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 or booking via our website.

Allergens and Food Labelling

It is the responsibility of the customer to inform North Suffolk Pantry of any dietary needs or food allergens at the time of ordering.

North Suffolk Pantry is dedicated to baking products using only NON-GLUTEN containing ingredients from our registered home kitchen. We use wheat flour alternatives that are labelled 'gluten free'. We bake pre-prepared food in a separate 'non-fan' oven and limit service of gluten containing products in the main kitchen area. All surfaces, equipment and utensils are carefully cleaned before preparing gluten free foods. Bread products are handles in as separate area away from the main kitchen. Boards, utensils and used plates/cutlery are handled in the kitchen. Care is taken to limit transfer of contaminates to other surfaces. Our main cooks have completed recognised food allergen awareness training.

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'.

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 kitchen is registered with the local authority.

We follow advice and guidance from the Food Standards Agency.

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 from our website 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 we are 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 occur 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.