



Terms & Conditions

1. Orders & Payments

- All orders are subject to product availability and subject to change with notice
- Full payment is required at checkout. We accept major credit/debit cards
- Sales tax will be applied at the checkout where applicable.

2. Home Delivery:

- We deliver within 24 hours of purchase, if you purchase before 12 noon, otherwise the items will arrive 48 hours later unless impacted by factors such as weather. The courier will always contact you if there are any changes and we accept no liability for loss or damaged goods.
- Upon ordering you will receive a confirmation email from us, and once your package is passed to the courier the courier themselves will contact you to confirm your delivery date and 2 hour time slot.
- Due to the perishable nature of our products, packages **cannot** be left unattended. If you are not available, the courier will attempt a second delivery the following day. If the second attempt is unsuccessful, no refund will be issued.
- All shipments are sent via refrigerated express courier for freshness. You will receive real-time tracking updates, please monitor your delivery closely.
- Someone must be present to accept perishable goods.

3. Store Pickup:

- You may select your preferred pickup location and date during your online checkout.
- Pickup hours are between 11:00 AM – 8:00 PM on your selected date.
- Failure to collect your order will result in forfeiture of payment, as all goods are freshly prepared for pickup and cannot be resold.

4. Returns & Refunds

- Due to the perishable nature of our cookies, all sales are final.

- If there is an issue with your order, please contact us within 24 hours of delivery/pickup at:

Email: info@crumbz.global

Phone:+34 711 04 92 66

5. Allergies & Ingredients

- Our cookies contain allergens, including wheat, dairy, nuts, and other ingredients.
- While some products (e.g., Zero G cookies) are made with gluten-free ingredients, they are produced in a facility that handles gluten, therefore we cannot guarantee the absence of trace allergens.
- Full ingredient lists are available for each product.

6. Website Use

- All website content (including images, videos, and branding) is the property of Crumbz Global and may not be used as its copy right of our company.

7. Policy Changes

- We reserve the right to update these terms and conditions. Please check back periodically for the latest version.