

2210 Patisserie policies apply to all our customers in store and online orders. This document does not affect any statutory rights you may have as a consumer (such as rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or the Consumer Rights Act 2015).

Shipping/Delivery Policy:

2210 provides delivery for products sold on our online shop. We do not offer delivery of custom cakes.

When placing orders online, please ensure the shipping details provided are correct. It is the customers responsibility to provide the correct details.

2210 Patisserie cannot be held responsible for any products that are misdelivered, lost or delayed due to incorrect information. If you notice that there is an error on the details you have submitted, please contact us by email info@2210patisserie.ie and we will amend this for you. However we cannot accept any order changes within 2 working days of your dispatch date.

We cannot be held accountable for any problems that arise due to missed delivery. We advise our customers to use the link provided in the DPD confirmation text to arrange an alternative delivery place or date. It is not the responsibility of 2210 Patisserie to arrange delivery time/day.

In an effort to deliver all products in a timely manner, your order may be fulfilled in multiple shipments. All orders are shipped Wednesday through Friday during DPD business hours.

2210 Patisserie cannot be held responsible for the condition of any product once it has left our premises. However, please contact us if you feel that your item has been damaged during delivery with our postal provider (DPD).

2210 Patisserie is not liable to provide any refunds, replacements, discounts or compensation for customer or third party errors. However a goodwill gesture may be provided at the company's discretion.

Refund Policy

At 2210 Patisserie, we take pride in all our products made at our bakery. All of our baked products are fresh and perishable, therefore cannot be refunded or exchanged unless they are of an unsatisfactory quality or if you have received the wrong item.

Please make sure you are happy with the condition of your order as soon as you receive your delivery. If you are unhappy please let us know within 48 hours and provide us with as much evidence of possible so that we can evaluate and rectify the issue.

Refund Policy – Custom Cake

At 2210 Patisserie, we take pride in all our products made at our bakery. All of our custom cakes are freshly baked/decorated to order and therefore cannot be refunded or exchanged unless they are of an unsatisfactory quality or if you have received the wrong item.

Please make sure you are happy with the condition/presentation of your cake as soon as you receive your cake. If you are unhappy please let us know immediately and provide us with as much evidence of possible so that we can evaluate and rectify the issue.

Refund Policy – Wedding Cakes

At 2210 Patisserie, we pride ourselves in ensuring every wedding cake is baked with the highest quality ingredients and beautifully presented to our customers.

We encourage each customer to include as much detail as possible to order details/description (including sample cake pictures) to avoid disappointment on finished decorated look. 2210 Patisserie will not take responsibility if the finished look is not as expected, if customer has not submitted full description of decoration.

Cancellation Policy- Postal Orders

If you wish to cancel your order you must send an email to info@2210patisserie.ie no less than 2 working days before your dispatch date in order to receive a full refund.

You must include your order number, dispatch date, full name & address, item details on the email for us to cancel your order and provide a refund. If you do not provide all of this information we cannot accept your cancellation.

2210 Patisserie will not accept any cancellations received through social media messages.

All refunds given will be put on an in-store credit to be used at a future date. No cash refunds will be given.

Cancellation Policy- Custom/Wedding Cakes

If you wish to cancel your Custom/Wedding Cake order, you must send an email to info@2210patisserie.ie, no less than 7 working days before your collection date in order to receive a full refund. Failure to cancel within this timeframe may result reduced /no refund. This will be at the decision of management of 2210 Patisserie.

You must include your order number, collection date, full name & address, custom cake details on the email for us to cancel your order and provide a refund. If you do not provide all of this information we cannot accept your cancellation.

2210 Patisserie will not accept any cancellations received through social media messages.

Custom Cake- Collection Policy

Upon ordering, Custom cake bookings will require customers to select a collection date and time. It is the responsibility of the customer to ensure collection date and time is fulfilled. Due to high demand for cake collections slots, we may not be able to move slots.

Cakes not collected on the allocated day and time customer selected, will *not* be refunded or be put on in-store credit.

2210 Patisserie takes no responsibility for damages to cakes once it leaves our shop.

2210 Patisserie will not accept any cancellations received through social media messages.

Gift Card:

These Terms and Conditions relate to the purchase of virtual E-Gift cards purchased on www.2210Patisserie.ie.

Buying a Gift Card

- E-Gift Cards are virtual products in email format. When buying a Gift Card on 2210 Patisserie, we will send an “instant” email with a printable PDF to the buyer’s chosen email address. We do not take responsibility for incorrect entry of a receiver’s email address, so please make sure your send instructions are correct. If you have any concerns regarding receipt of purchased E-gift card please contact info@2210Patisserie.ie.
- Gift cards are available to purchase in Euro only.
- 2210 Patisserie cannot amend the amount on a gift card once it has been created so please make sure your chosen amount is correct. However you may purchase additional gift cards if you wish to increase your amount.
- All gift cards will have an expiry date of 12 months from the date of creation.

Redeeming a Gift Card

- Gift cards must be redeemed online at 2210 Patisserie or in our shop/cafe.
- Gift cards must be redeemed in Euro only and are not valid in any other currency.
- Gift cards can be redeemed against any 2210 Patisserie product excluding Gift Cards.
- Gift cards can be used to partially or fully contribute to a 2210 Patisserie purchase. Outstanding gift card value will remain in the account within which it was originally activated. If the Gift card value does not cover the cart cost, additional payment methods must be used in order to complete the payment.
- One or more gift cards can be redeemed against an order.
- Gift cards value cannot be transferred to a cash value.

Cancelling a Gift Card order

- 2210 Patisserie cannot cancel, refund or exchange a gift card once it has been gifted.