

Terms & Conditions

Why Not — Christchurch, New Zealand • whynot.nz • hello@whynot.nz • +64 21 000 0000

1. About us

Why Not is a Christchurch-based micro■bakery specialising in meringue rolls and similar desserts. All products are made to order.

2. Orders & lead time

Our orders are made to order and usually ready within 24 hours from confirmation.

Our orders are confirmed once we contact you by phone or email.

We may decline orders we cannot safely or reasonably fulfil (you will not be charged).

3. Pricing & payment

Our prices are in NZD and may change without notice.

Payment is due on delivery (cash or New Zealand bank transfer). We do not accept online/website payments.

4. Delivery

We deliver within Christchurch urban area. For addresses outside this area we'll confirm options and any charge before accepting your order.

Please provide an accurate delivery window and access instructions. If no one is present, we may leave the order in a safe place at your risk.

5. Changes & cancellations

Our changes are subject to availability. Please contact us as soon as possible.

Our cancellations more than 12 hours before the agreed delivery time: no charge.

Our cancellations within 12 hours may incur up to 100% of the price to cover ingredients prepared specifically for your order.

6. Allergens & special diets

Our desserts typically contain egg and dairy. Some items may include or come into contact with nuts, gluten, and other allergens.

We take care with special requests but cannot guarantee an allergen■free environment. Please advise allergies in the order form.

7. Quality & acceptance

Please check your order on delivery. If anything is not right, tell us immediately so we can put it right.

Because our products are perishable, please refrigerate promptly and consume within 24–48 hours for best quality.

8. Refunds

If a product is faulty or not as described, we will at our option repair, replace, or refund in accordance with the Consumer Guarantees Act 1993. Change of mind refunds are not available for made to order food.

9. Food business compliance

We operate legally under New Zealand food safety regulations and hold a current food business registration/Food Control Plan verified by local council. Certificate available on request.

10. Liability

We are not liable for delays beyond our reasonable control (for example extreme weather or road closures).

To the extent permitted by law, our liability is limited to the price paid for the affected order.

11. Governing law

These Terms are governed by the laws of New Zealand. The New Zealand courts have exclusive jurisdiction.

12. Contact

Questions? Contact hello@whynot.nz or +64 21 000 0000. Address: Christchurch, New Zealand.