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1. Introduction

CatoFlex is an online boutique bakery dedicated to the creation of handcrafted pastries and desserts made exclusively to order. Each creation is carefully prepared to ensure freshness, quality, and refined attention to detail.

All processes from order placement to delivery or pickup are managed digitally. CatoFlex does not offer in-store service.

2. Order Confirmation and Payment

All orders are confirmed upon receipt of **full prepayment via PayID**, our secure and reliable payment method.

Payment instructions are provided once order details are confirmed.

An order is considered officially confirmed only after **payment confirmation** is received.

All prices are in **Australian dollars (AUD)**.

To make your payment, please use:

- **PayID: +61 475 829 867 (CatoFlex Pty Ltd)**
- *Please include your name and order reference in the payment notes.*

Please note that **production begins only after payment confirmation is received**.

Flavor with Distinction

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3. Preparation and Production Time

All products are handcrafted to order.

- Standard preparation time is **48 hours**.
- Requests for specific delivery or pickup dates are subject to availability and must be agreed upon in advance.

These preparation times allow us to maintain the artisanal quality and freshness that define CatoFlex creations.

4. Delivery and Pickup Options

- **Complimentary pickup** is available by appointment from our address at *West Side Place, Melbourne VIC 3000*.
- Home delivery is available in selected areas at a standard rate of **\$18 AUD**.

All customer communication is conducted digitally, via the phone number provided when placing your order.

5. Personal Data Processing (Privacy Policy)

By placing an order with CatoFlex, the customer agrees to the collection and use of personal information, including name, email address, phone number, and delivery address, for the following purposes:

- Processing and fulfilling orders
- Coordinating deliveries or pickups
- Communicating relevant information regarding products, promotions, or special offers

Personal data will not be shared with third parties without the customer's consent.

Customers may request access to or deletion of their personal information at any time by contacting ccatoflex@gmail.com.

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Returns and Refunds

In the event of a refund request, CatoFlex may request limited bank account information (account holder name and account number) solely for the purpose of processing the refund.

Such information will be treated confidentially, will not be shared with third parties, and will be deleted once the transaction is completed.

CatoFlex is committed to protecting customer data in accordance with the **Privacy Act 1988** and the **Australian Privacy Principles**.

6. Cancellations, Changes, and Refunds

Requests for cancellations or changes must be made at least **24 hours in advance** of the scheduled preparation time.

Available options include:

- A credit equal to the order value, valid for **three (3) months** toward future purchases
- A refund of the amount paid

Once an order has entered the production process, cancellations, changes, or refunds can no longer be accommodated.

7. Responsibility and Force Majeure

CatoFlex is not responsible for delays or failures in performance resulting from circumstances beyond our reasonable control, including but not limited to weather conditions, transportation disruptions, or third-party service interruptions.

While every effort is made to meet agreed timelines, delivery times are estimates and may vary due to external factors.

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8. CatoFlex Commitment

At CatoFlex, every detail is thoughtfully considered to ensure a refined digital experience that reflects the care and craftsmanship of our products.

We deeply value our customers' trust, understanding, and appreciation for artisanal quality.

9. Contact

For inquiries or assistance, please contact us at:

ccatoflex@gmail.com