



Le Fleur Chocolatiers (Pty) Ltd

Cancellation & Refund Policy

Effective Date: 2024

At Le Fleur Chocolatiers (Pty) Ltd, all of our products are handmade to order with the utmost care and attention to detail. Because our chocolates are perishable and made specifically for each customer, we are unable to accept cancellations, returns, or issue refunds under any circumstances.

1. No Cancellations

Once an order has been placed and confirmed, it cannot be cancelled or modified, as production begins immediately to ensure the freshness and quality of your chocolates.

2. No Refunds or Exchanges

Due to the delicate and perishable nature of our products, we do not offer refunds or exchanges.

We encourage you to carefully review your order details before completing your purchase.

3. Damaged or Incorrect Orders

If your order arrives damaged or incorrect, please contact us within 24 hours of delivery at francois@lefleurchocolatiers.com or 066 233 1056, providing a description and clear photos of the issue.

While we cannot guarantee a replacement or refund, we will review each case and, at our discretion, may offer a goodwill resolution.

4. Contact Us

For any questions or concerns, please contact us:

Email: francois@lefleurchocolatiers.com

Phone: 066 233 1056

We appreciate your understanding and thank you for choosing Le Fleur Chocolatiers.