

IMPORTANT

I'm very sorry for not getting back to you if you are missing an order made between the 8th and 21st of June, I've had a data leak of my personal passwords yet again and no longer have access to my Facebook page admin account as had an old phone number on my Facebook and also my email accounts.

The website had to be restored from a backup but as I was closed for two weeks unfortunately it wasn't as up to date as normal and I'm aware tons of orders have been lost from the website that I can't even begin to look into and make sense of due to also losing the email access and ended up sending out duplicate orders of already completed orders, leaving me under serious financial strain.

I'm still getting 10-15 attempts a day from 'hackers' attempting buy things online using my details, Amazon, eBay, Xbox store, Littlewoods, basically from every online store I've ever used, a good Irish Samaritan that works in IT actually contacted me to let me know over 200 over my passwords and credit card details had been listed online when he noticed I was a small Irish business. I've managed to secure all the main online retailer accounts again now, with 2 step security (please do this yourself!) but that's max 20 sites I can think of? So 180 sites I've put my card details into over the years just out there! Scary and I'm a qualified IT technician!

Absolutely heartbreaking after 8 years and all the hard work that has gone into my designs and reputation I've built.

I have had to seek other employment ready to deal with the refunds that will be due. But I'm obviously I'm not in a position to be able to refund all these orders immediately

Please do note none of your personal/debit/credit card details have been leaked, just my own. Website payments are processed through a secure 3rd party gateway thankfully.

I have created a new email address specifically to deal with the situation. If you haven't received your order and it was placed between the 8th of July and the 21st please forward the order details or send a screenshot of your order to ectmissingorder@gmail.com before the 7th of August so I can make a plan of how to rectify the situation.

Do not email the new address for any other reason.

It's going to take me months to resolve this entirely so please be patient, and I would appreciate if you could allow me the time to fully assess everything instead of claiming back payments or sending abusive messages, it's hard enough already and this will not be tolerated as this effects current orders which isn't fair and you'll be moved to the back of the queue and your refund dealt with last.

After all this, and my new job I will probably be closing down soon or at least taking a hiatus. If you are one of my regular baker customers you can email the address with subject 'REGULAR RETAIL' and I'll be in touch as I don't want to leave you in the lurch for your customers after all these years, and as I said I don't have access to my Facebook page anymore.

Thank you and again I'm very sorry.