# Sweet Exchange Cakery

## Dietary & Allergen Information

Effective 21 July 2026 | Version 2026-07-21 | ABN 86 055 374 220

### My Promise

Food safety is incredibly important to me.

As a mum to a child with coeliac disease, I understand the trust you place in me when ordering for someone with dietary requirements. Every gluten-free order is prepared with care using dedicated gluten-free equipment, and I take every reasonable precaution to minimise the risk of cross-contact.

While no home kitchen that also handles gluten can ever guarantee a completely allergen-free environment, I am committed to being transparent about my processes so you can make an informed decision for yourself or your loved ones.

### My Home Kitchen

Sweet Exchange Cakery operates from a registered home kitchen in Redland Bay, Queensland.

All Products are baked to order in a domestic kitchen where ingredients containing gluten, wheat, dairy, eggs, soy, peanuts, tree nuts and other common allergens are stored and used.

### Gluten-Free Preparation

My gluten-free Products are prepared using dedicated gluten-free equipment, including a dedicated mixer, dedicated oven and dedicated baking equipment.

Before preparation begins, all relevant work surfaces, utensils and preparation areas are thoroughly cleaned and sanitised.

I take reasonable precautions throughout preparation, decorating, storage and packaging to minimise the risk of gluten cross-contact.

### Cross-Contact Disclaimer

Despite these procedures, all Products are prepared in a registered home kitchen where gluten, wheat, dairy, eggs, soy, peanuts, tree nuts and other common allergens are also present.

While every reasonable precaution is taken to minimise the risk of cross-contact, Sweet Exchange Cakery cannot guarantee that any Product is completely free from trace allergens or cross-contamination.

Customers with coeliac disease, severe allergies or anaphylaxis should carefully consider this risk before placing an order.

### Third-Party Ingredients

Some decorations and branded ingredients, including chocolates, biscuits, confectionery, sauces, sprinkles, edible images and other purchased Products, are sourced from trusted Australian suppliers.

These ingredients may:

- Contain common allergens.
- Include precautionary allergen statements.
- Be manufactured or packaged in facilities that also process gluten, wheat, dairy, eggs, soy, peanuts, tree nuts or other allergens.
- Change formulation without notice.

Sweet Exchange Cakery reviews supplier ingredient and allergen information where reasonably available. However, I cannot control or guarantee the manufacturing, handling or labelling practices of third-party

manufacturers.

Customers should contact me before placing an order if they require ingredient or allergen information about a particular decoration, branded ingredient or purchased Product.

## Dietary Requirements I Do Not Cater For

At this time, Sweet Exchange Cakery does not cater for:

- Vegan diets
- Dairy-free diets
- Egg-free diets

My baked Products contain eggs and dairy unless expressly stated otherwise.

Where I am unable to meet a dietary requirement, I may be able to recommend another local baker who is better suited to your needs.

## Coeliac Disease, Allergies & Ingredient Concerns

Customers must advise Sweet Exchange Cakery of all dietary requirements, intolerances, allergies and coeliac requirements before placing an order.

Please contact me before ordering if you:

- Have coeliac disease
- Have a diagnosed food allergy
- Have experienced anaphylaxis
- Require information about a specific ingredient
- Are unsure whether a Product is suitable
- Have concerns about cross-contact

I will provide the information reasonably available to me so you can make an informed decision about whether my Products are suitable for you or your guests.

Sweet Exchange Cakery cannot provide medical advice or guarantee that a Product will be suitable for an individual's particular medical or dietary needs.

## Customer Responsibilities

It is the customer's responsibility to:

- Provide complete and accurate dietary and allergy information before confirming an order.
- Review the dietary and ingredient information supplied.
- Inform guests, recipients and anyone consuming the Products of relevant allergens and cross-contact risks.
- Ensure Products are not provided to anyone for whom they may be unsuitable.
- Contact Sweet Exchange Cakery before ordering if clarification is required.

Sweet Exchange Cakery cannot accept responsibility where a dietary requirement, intolerance or allergy was not disclosed before the order was confirmed.

## Required Customer Acknowledgement

Before submitting an order request, each customer must confirm that they have read and understood this Dietary Information.

The customer must acknowledge that:

- Sweet Exchange Cakery operates from a registered home kitchen.
- Common allergens are stored and used in the kitchen.
- Reasonable precautions are taken to minimise cross-contact.
- Products cannot be guaranteed completely free from trace allergens or cross-contamination.
- Gluten-free Products are prepared using dedicated gluten-free equipment, including a dedicated mixer,

dedicated oven and dedicated baking equipment.
- Third-party ingredients may carry their own allergen risks.
- They are responsible for informing anyone consuming the Products of relevant dietary and allergen information.

The customer's acknowledgement and the applicable policy version will be recorded with the order request.

## Policy Records

Policy identifier: 2026-07-21

This version applies to order requests submitted on or after 21 July 2026 and will be recorded with each relevant order.

Sweet Exchange Cakery may update this policy when my Products, ingredients, suppliers, kitchen practices or legal obligations change.

The policy version accepted at the time of the order will remain linked to that order.

## Questions?

If you're unsure whether one of my Products is suitable for your dietary requirements, please get in touch before placing your order.

I'm always happy to discuss ingredients, preparation methods and available options so you can order with confidence.

## Contact Me

For questions about ingredients, allergens, coeliac requirements or dietary suitability, please contact Sweet Exchange Cakery before placing your order.

Sweet Exchange Cakery

Website: www.sweetexchangecakery.com.au

Email: hello@sweetexchangecakery.com.au

Location: Brisbane, Queensland, Australia

Questions? Email hello@sweetexchangecakery.com.au or visit www.sweetexchangecakery.com.au/policies/dietary-information