

FAQs

General questions:

Q: How can I contact Erlenbacher Backwaren GmbH?

A: If you have any questions about your order, please contact our Customer Service Team via the telephone number +49 (0)6152 803-351 from Mon - Thu from 08:00 to 17:30 and Fri from 08:00 to 17:00. Alternatively you can reach us by e-mail at bestellung@erlenbacher.de.

Product-related questions:

Q: How do I find the product I want?

A: You can find the entire range quickly via the "Products" section and reliable. Simply filter by different product properties, and the corresponding product selection appears automatically.

Q: What special diets does Erlenbacher offer?

A: Under the Genuss PLUS product category, Erlenbacher offers

1. Gluten and lactose-free products
2. Gluten-free products
3. Vegan and vegetarian products
4. Palm oil free products
5. Halal certified products

Q: How do I get information e.g. about the ingredients of a product?

A: On our website, under the heading "Assortment", you can find the desired list of ingredients for each individual product.

Q: Do Erlenbacher products contain allergens?

A: Find allergen information on the individual Erlenbacher products them on every product detail page.

Q: Which eggs does Erlenbacher use for its products?

A: We only use barn eggs for our products. All the eggs we use are KAT-certified. (KAT = Association for controlled alternative forms of animal husbandry e.V.)

Q: How do I get information about the ingredients of a product, for example?

A: If you are a new customer, please contact our customer Service Team via the telephone number +49 (0)6152 803-351 from Mon - Thu from 08:00 to 17:30 and Fri from 08:00 to 17:00 or via our Contact form.

Q: Can Erlenbacher products be refrozen after defrosting?

A: No, it is not possible to freeze the products after defrosting. However, many of our products are pre-cut and can be removed individually, which is advantageous for only a certain quantity to defrost.

Q: Which gelatine is used for Erlenbacher products?

A: Gelatine is usually made from hides and bones. We only use bovine gelatine for our products (HALAL certified).

Q: What is the shelf life of Erlenbacher products after defrosting?

A: Store products in a cool place after defrosting and consume as soon as possible.

Q: Can I book a tour of the factory?

A: No. As a manufacturer of baked goods, we process sensitive raw materials. Production tours are not carried out for hygienic and food law reasons and from the point of view of occupational safety is limited to what is absolutely necessary to ensure that production runs as smoothly as possible.

Contact-related questions:

Q: Where can private customers buy Erlenbacher cakes?

A: In our two factory outlet stores in Groß-Gerau or Cologne. Here we offer a changing assortment of cakes and tarts.

Q: Where can catering professionals buy Erlenbacher cakes?

A: You can find all Erlenbacher products on the selly.biz brand store portal and can buy them from one PU (carton) and order them from the specialist wholesaler of your choice.

Order process:

Q: How can I order Erlenbacher products?

A: Of course, all Erlenbacher products can be ordered. If you would like to order our service articles, please contact our Customer Service Team via the telephone number +49 (0)6152 803-351 from Mon - Thu from 08:00 to 17:30 and Fri from 08:00 to 17:00 to contact us. Alternatively, you can contact us by e-mail at bestellung@erlenbacher.de.

Q: Is it possible to place special orders such as a wedding cake with Erlenbacher?

A: Unfortunately we do not have the possibility to receive special orders.

Q: When will my order be delivered?

A: The delivery takes place on the selected delivery day, you can choose from the delivery days agreed with you.

Q: Is there a minimum order quantity?

A: If you are a new customer, please contact our customer Service Team via the telephone number +49 (0)6152 803-351 from Mon - Thu from 08:00 to 17:30 and Fri from 08:00 to 17:00 or via our Contact form.

Q: How high are the shipping costs?

A: The agreed product prices and delivery conditions shall apply conditions as well as the Erlenbacher AVB's (General Terms and Conditions of Sale).

Q: What do I do in the event of an order change?

A: If you wish to change your order, please contact our Customer Service Team via the telephone number +49 (0)6152 803-351 from Mon - Thu from 08:00 until 17:30 and Fr from 08:00 to 17:00. Alternatively, you can contact us by e-mail at bestellung@erlenbacher.de.

Q: What should I do if the person responsible for the order leaves the company?

A: Please contact our Customer Service Team via the Phone number +49 (0)6152 803-351 from Mon - Thu from 08:00 to 17:30 and Fri from 08:00 to 17:00 to make contact.