

# babygiftbundle Terms and Conditions

**Welcome!** We're thrilled that you have decided to use [www.babygiftbundle.co.uk](http://www.babygiftbundle.co.uk). These Terms and Conditions state the rules that govern our relationship with you. These do indeed form a legally binding contract between you and babygiftbundle, so please read them carefully. By purchasing a 3, 6 or 12 month bundle, you agree to our Terms and Conditions.

## Payment

- The 3, 6 and 12 bundles are paid for in one upfront payment.
- We accept online card payments only. However, if you encounter any problems with paying online, please contact us; each case will be assessed and dealt with individually.

## Delivery

- Delivery is free each month.
- We only deliver gifts to the UK.
- The recipient will receive their voucher email on the date selected by the buyer, shortly followed by their complimentary welcome gift and card.
- Once the recipient has selected their first gift, we aim to package and post it within 24 hours. Once we have posted a gift, the recipient will receive an email notifying them. We then allow 2-4 working days for delivery.
- If a gift is not delivered, please contact us; each case will be assessed and dealt with individually.
- The delivery address provided by the buyer for the recipient will appear in the recipient's welcome voucher email. This allows the recipient to check their address, and provides details on how to update it. Please contact us as quickly as possible if the address provided is incorrect, as this is likely to affect the delivery of the complimentary welcome gift.

## Returns and Replacements

- All parcels returned to us (from either not being collected, incorrect delivery address or any other valid reason) can be re-sent to you.
- If you are genuinely unhappy with your gift, please get in touch within 14 days of receiving it.
- Gifts must be returned to us {Butterlands Farm, Top Road, Biddulph Moor, Staffordshire ST8 7LF} in its original condition at your cost.
- Any faulty items must be returned to us before a replacement is sent out. All items returned as faulty will be inspected on receipt. If the fault is agreed, we will provide a replacement for the returned goods. We reserve the right to refuse refund on any product.
- All our packages are wrapped with the utmost care and attention to give the product inside maximum protection so we cannot be liable for any damage to the product in transit.

However, each case is assessed and dealt with individually. You might be eligible for a replacement gift should it not reach you in perfect condition.

- Any items deemed subject to fair wear and tear will not be accepted as faulty.

### **Cancellation**

- Only the buyer is eligible to cancel a 3, 6 or 12 month bundle contract.
- If you wish to cancel a 3, 6 or 12 month bundle contract before it expires, you must contact us.
- There is a cooling off period of 14 days upon receipt of your complimentary welcome gift where you are entitled to your full refund. After this period, each situation will be assessed and dealt with individually.