



The Velvet Ribbon Wrapping Company – Terms & Conditions

1. Introduction

These Terms and Conditions govern all services provided by *The Velvet Ribbon Wrapping Company* (“we”, “us”, “our”) to you, the customer (“you”, “your”). By using our services, you agree to be bound by these terms.

2. Gift Wrapping Service

We provide a premium, luxury gift-wrapping service for private individuals and businesses. This includes sourcing luxury wrapping materials, wrapping your items to a high standard, and sending them to your chosen recipient or returning them to you, as specified.

3. Prohibited Items

To ensure the safety of our team, you, and your recipients, we do **not** accept the following items for wrapping or delivery:

- **Hazardous or Dangerous Goods**
 - Explosives or fireworks
 - Flammable liquids or gases (e.g., lighter fluid, aerosols)
 - Sharp weapons or replica weapons
 - Chemicals or toxic substances
- **Perishable Goods**
 - Fresh food or drink items that require refrigeration
 - Unsealed or unlabelled food products
 - Fresh flowers (unless previously agreed with floristry partners)
- **Live Animals or Insects**
 - Pets (e.g., puppies, kittens, fish)
 - Insects or live critters (e.g., butterflies for release)
- **High-Value Items (Insurance Risk)**
 - Single items valued at **£500 or more** (unless specifically agreed in writing and insured)
 - Fine jewellery or luxury watches
 - Rare collectibles or original artworks
- **Illicit or Questionable Items**
 - Alcohol or tobacco products (depending on age restrictions and destination)
 - Illegal substances or paraphernalia
 - Counterfeit goods
 - Medicines, Prescription Drugs and other similar items

- **Heavily Fragile or Oversized Items**
Items that cannot be securely wrapped or boxed
Items too large for standard courier services
Anything prone to easy breakage unless previously discussed
- **Sentimental or Irreplaceable Items**
Family heirlooms or one-of-a-kind keepsakes (without prior agreement)

If we unknowingly receive any prohibited items, we reserve the right to refuse service and will arrange for the return of the item at your expense.

We also reserve the right to refuse a wrapping order or part of an order where the gift or part of a gift is deemed inappropriate, illegal or against our company values.

4. Faulty or Damaged Goods

If your item arrives to us in a condition that is **broken, damaged, or deemed unsuitable** for gifting, we will contact you immediately. We will not proceed with wrapping the item but will work with you to arrange its safe return. Our service does not cover responsibility for the quality or functionality of the gift item itself.

5. Substitutions

Although we carry an **extensive and curated range of luxury materials**, there may be rare occasions where we are unable to provide a specific colour or item exactly as shown or requested.

In such cases, we will:

- Substitute with the **closest colour, style, or material match** available
- If we feel that the substitution will **compromise the luxury quality** or your gifting experience, we will contact you to **discuss options and alternatives** before proceeding.

6. Delivery Times

We aim to meet your delivery expectations in line with **Royal Mail's delivery timescales** for the selected service. Please note:

- Delivery delays caused by Royal Mail or external courier services are outside of our control.
 - We will always provide tracking details where applicable and help you resolve any courier issues to the best of our ability.
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7. Deposits

Deposits may be required to secure a commission of a wrapping service, as part payment towards items required for the wrapping of items, or to secure a specific delivery date. The amount required for the deposit will be detailed in the quote document (where relevant) given to current and prospective clients. In most circumstances this amount will be subtracted from the final total to be paid, and this will be reflected in invoices sent requesting payment.

8. Refunds and Return Policy

As a personalised service, we do not offer refunds once wrapping has been completed and, or the item dispatched, unless there has been an error on our part.

In the event that:

- You are dissatisfied with the quality of wrapping, or,
- The item was not wrapped according to your instructions, and no substitutions were agreed

Please contact us within **5 days of receipt**. We will assess the situation and, if appropriate, offer a resolution which may include a partial refund, a re-wrap (where feasible), or another appropriate remedy.

9. Cancelling Your Order

You can cancel your order by clicking the “Cancel Order” link at the bottom of each webpage. You must provide your name, email address and order number so that we can verify your order, cancel it and confirm your cancellation to you.

10. Complaint Process

We are committed to delivering an exceptional service. If you have a complaint, please contact us at:

Email: hello@thevelvetribbonwrappingcompany.co.uk

Please include your order number, details of the issue, and any relevant photos. We will acknowledge your complaint within 3 business days and aim to resolve it within 7 business days.

11. Liability

We take utmost care in handling and wrapping your items. However, we are not liable for:

- Any damage incurred to items before arriving at our premises
- Delays or loss caused by third-party couriers

- Items that do not meet our acceptance criteria
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12. Amendments

We reserve the right to update these Terms and Conditions at any time. The latest version will always be available on our website or provided upon request.