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**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.

**7. Return Policy**

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

In the event that:

* You are dissatisfied with the quality of wrapping
* 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.

**8. 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.

**9. 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

**10. 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.