

BOUTIQUE BASKETS SHIPPING POLICY

AUSTRALIA WIDE DELIVERY

- We proudly deliver our baskets and hampers Australia wide, they are delivered via, same day, express and regular courier options.
- Please use the calculator at the checkout to find the delivery options for your area.
- Ordering in advance is simple, just select your preferred delivery date at checkout.
- Baskets being delivered within 30km of Perth are at a set rate of only \$14.95
- For all deliveries including Alcohol the shopper warrants that they are, and the recipient are over 18 years of age, and acknowledge that the delivery driver will require identification and proof of age. It is an offence under the Liquor Control ACT to supply alcohol to anyone under 18 years old.

DELIVERY INFORMATION

Same Day Gift Delivery Perth Metro

- Same day delivery is available within 30km of Perth CBD. Orders must be placed before 12.30pm AWST on the required delivery date.
- EXPRESS POST for orders is \$14.95 and takes approximately 1-3 days depending on location:
- PLEASE NOTE: Express Post is not overnight to regional areas but does offer a quicker service.

Interstate Delivery Times:

- Sydney - 1 to 3 days
- Melbourne - 1 to 3 days
- Brisbane 2 to 4 days
- Adelaide - 1 to 3 days
- Canberra - 1 to 3 days
- Darwin - 2 - 4 days

Regional locations may take a little longer to reach however gifts being sent express usually take no longer than 4 days to arrive.

Delivery To Hospitals & Hotels

We do deliver to hospitals and Hotels, however prior to placing your order please ensure the recipient will still be there to receive the delivery. Please also note the ward, room and bed number if possible.

CONDITIONS APPLY

We do our best to have your gifts delivered to you ASAP and within the specified time frame, however we ask that you understand that due to unforeseen circumstances including, but not limited to; weather or road disruptions or cancelled flights we cannot always guarantee overnight delivery.

CAN I WRITE A PERSONAL MESSAGE?

Absolutely. A card will be placed inside your gift with your personalised message. Please write your message in the cart during the checkout. All cards are handwritten in our very best handwriting by our beautiful team.

ORDER AMENDMENTS

We have a 30 minute window for any order amendments that you would like to make after you place your order. Should you wish to make any amendments to your order (such as swap products, change gift messages, change a shipping address, cancel your order, or request a refund) these changes must be requested within 30 minutes of you placing your order on the website. We will try and be as accommodating as possible but we try to ship your order as quickly and efficiently as possible sometimes we aren't able to edit orders.

Please email hello@boutiquebaskets.com.au for more information or to request an order amendment.

AUTHORITY TO LEAVE

When placing your order, you are giving us the authority to leave your basket in a safe place should the recipient not be home. Please contact us within 30 minutes of the order being placed for any special requests.

NOTE: It's always a good idea to choose a work address for the recipient. For further information refer to our [Terms and Conditions](#) or call one of our friendly team members on 1300 73 14 12

If your gift basket is returned to us as it was unable to be delivered, we will contact you and a re-delivery fee may be charged. We promise we will do all we can to deliver on the first attempt to avoid this.

If the basket is sent with Australia post and returned to sender we are charged a return to sender fee which we will pass on to you and also charge a re-delivery fee \$14.95

SHIPPING & DELIVERY FAQ'S

Q. When is your same delivery cut off?

A. Order Monday to Friday for same day delivery within 30km of Perth CBD for same day delivery. Same day delivery fee \$14.95

Q. Will I receive a receipt?

A. Yes, and receipts are emailed to the purchaser only and not sent with the gifts.

Q Can I select a delivery date?

A. Yes, you can! You will be given this option at check out if your delivery address is within our hand delivery service 30km of Perth CBD. This service is \$14.95

Q. Do you delivery Australia wide?

A. Yes, we deliver Australia wide.

Q. Will I get tracking information about my delivery?

A. Yes, this will be sent to your email address and the mobile phone number provided at check out.