

BOUTIQUE BASKETS RETURNS POLICY

Deliveries Returned to Us

Occasionally a basket will be returned to us for one of the following reasons (not limited to):

- A delivery notification was sent to the recipient, but there was no response from the recipient to arrange re-delivery.
- A collection notification was sent to the recipient, but they did not pick the package up from the post office or collection point.
- The recipient is not known at that address or has moved.
- The address details are incorrect or insufficient.
- The delivery was refused by the recipient.
- There was no access to a secure building or complex to deliver or leave a card.
- The recipient was in a hospital or hotel and has been discharged or checked out.
- The courier could not contact the recipient and there was nowhere safe to leave the parcel.

If a parcel has an incorrect or insufficient address, our couriers are unable to call the recipient to verify and instead the parcel will be returned to us.

- Baskets cannot be redirected while in transit and will need to be returned to us before being sent to the new/correct address.
- An applicable redelivery or returns fee will be passed on to you to facilitate the return or delivery of the basket to the same or an alternative address.
- We will inform you via email once the basket has been accepted by our warehouse returns team. Credit to the amount of your purchase, less a return fee, will be added to your account with us.

Damaged or Faulty Items

We are proud of the quality and presentation of our baskets and do everything in our power to ensure that every recipient is happy with their basket.

In the event that your basket or its contents are incorrect or arrive damaged or faulty, please contact our Customer Service Team on 1300 73 14 12 or email) hello@boutiquebaskets.com.au

- We will happily replace, exchange, or issue a credit or refund depending on the extent of the damage and how you wish to resolve the issue, at our discretion*.
- Reasonable damage in transit to packaging is expected and is not eligible for a refund or exchange.
- We will require photos so that we can better understand the extent of the damage or issues with the product.
- We will not be able to replace, exchange or issue a credit or refund for any product that has been dispatched for more than 14 days.
- Please note that refunds will be processed back to the original method of payment.

* Damaged or faulty items are assessed on a case-by-case basis, and photos must be provided for a refund to be considered. Depending on the extent of the damage, we may choose to replace, refund or credit a part of the basket only (the damaged portions or products).

Cancellation for Change of Mind

Our baskets are dispatched within 1-4 business hours of the order being received and it is important that if an error has been made or if you wish to cancel the order, to call us immediately on 1300 73 14 12 (business days 9am-5pm AEST).

Orders cannot be amended or cancelled once they have been dispatched from our warehouse.

In the rare event that you or your recipient are not happy with the basket or its contents, please return the basket in the same condition it was received to the following address and include the original order number within the package: Attn: Returns, 5/21 Dance Drive, Middle Swan WA 6056. Contact our Customer Service Team on 1300 73 14 12 or email) hello@boutiquebaskets.com.au to let us know that the gift is on its way back to us and how you would like the return to be processed:

- Exchange for another item**
- Store credit^
- Refund to the original method of payment^

We will email you once the item has arrived at our warehouse and the return has been processed. Should our team not be made aware of your return preference, credit to the amount of your purchase will be added to your account^.

If the basket has left our warehouse but has not yet been delivered, it will first need to be delivered to the recipient and then returned to us as we are unable to redirect an order once it is in transit.

- The return must be received within 14 days of the original date of dispatch.
- Baskets containing personalised items are not able to be returned as they are customised to your specifications.
- Due to the perishable nature of the contents in our baskets, we do not offer refunds or exchanges on our chilled products.

** Shipping charges will apply to send the replacement item.

^ Minus the cost of shipping of the original order. Please allow 2-3 business days for the funds to reappear in your account.