

# Client Gift Box – Terms & Information

Thank you for considering Blue Raspberry Box for your client gifting. Below you'll find the key information and terms that apply when ordering our gift boxes. This helps ensure everything runs smoothly and expectations are clear on both sides.

## Ordering

- Gift boxes may include a standard set of items or be curated to your brief. There is no personalisation of the items themselves, but a printed thank you or welcome note can be included.
- Orders must be confirmed in writing (via email) with quantities and delivery details agreed before any preparation begins.
- Once an order is confirmed, changes or cancellations cannot be accepted.

## Payment

- First-time orders: Payment is required upfront by bank transfer before any items are ordered or dispatched.
- Repeat clients: Invoicing is available with payment due within 14 days of receiving your invoice.
- Please note that prices do not include VAT.
- UK delivery is included in the price. International delivery is charged at cost.

## Delivery

- Please allow up to 14 days for delivery after confirmation and payment.
- All UK orders are dispatched using Royal Mail 2nd Class unless otherwise arranged.
- International shipping is available and charged separately - please enquire for a delivery estimate based on your destination.

## Damages or Issues

- We take great care in packing your boxes, but if anything arrives damaged, we'll do our best to put it right.
- Replacements may be provided (where possible) for damaged items. To request a replacement, please email us within 3 working days of delivery with photographs of the item and outer packaging.
- We do not offer refunds or accept returns for unused boxes or individual items, including surplus boxes from events. We recommend confirming final numbers before placing your order.

## Events & Bulk Orders

- For event orders of 50 boxes or more, or individual stationery items of 50 items or more, bespoke timelines, payment terms, and conditions may apply. Please get in touch early via the email address below so we can plan accordingly.

## Ownership & Design

- Any design work included in your gift box remains the property of the brand or company that created it.
- Printed cards or messages included in your box are not custom-designed unless agreed otherwise.

## Data & Privacy

- Order and delivery information is stored securely and only retained for as long as required by law.
- Recipient addresses are used solely for delivery purposes, stored securely, and only retained for as long as required by law. They are not used for marketing or shared with any third parties.
- Recipients postal addresses can be easily shared via this collection form: <https://forms.gle/xtPbGJmLi81vkUJ78>

## Questions?

If you have any questions about the above or would like to discuss a potential order, please feel free to reach out at [hello@blueraspberrybox.co.uk](mailto:hello@blueraspberrybox.co.uk)