

## Gift Wrap and Samples FAQs

### 1. I've just placed an order, can you individually gift wrap my purchases?

During our promotional weekends, we receive a significant increase of orders. To ensure that we keep our delivery promise, we're unable to provide additional gift wrapping or samples during this period. You're welcome to come in-store for our Complimentary Gift Wrapping service.

Find your nearest Molton Brown store here:

<https://www.moltonbrown.co.uk/store/company/stores.jsp?initial=initial>

### 2. I placed an order during your discount promotion and have ordered multiple gifts that I need individual gift wrapping – can you send me the additional boxes / bags?

During our promotional weekends, we receive a significant increase of orders. To ensure that we keep our delivery promise, we're unable to provide additional gift wrapping or samples during this period. You're welcome to come in-store for our Complimentary Gift Wrapping service.

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### 3. You used to provide additional gift wrapping – why have you stopped doing this?

During our promotional weekends, we receive a significant increase of orders. To ensure that we keep our delivery promise, we're sorry that we can't provide additional gift wrapping or samples during this period. You're welcome to come in-store for our Complimentary Gift Wrapping service.

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### 4. Why wasn't I told that there will be no additional gift wrapping before I placed my order?

To ensure that we keep our delivery promise during the promotional weekends, we're unable to provide additional gift wrapping or samples for this period. We shared this news across all our emails that advertised the promotions, as well as on our online FAQs page. We make every effort to provide you with the best experience, so we're sorry to hear you feel disappointed with our communication.

## 5. Can I purchase the additional gift boxes / bags?

Our bespoke gift boxes and bags are not available for purchase, however, we'd love to invite you in-store for our Complimentary Gift Wrapping service.

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## 6. Can you send me the gift boxes/ bags at a later date?

Our bespoke gift boxes and bags are not available for purchase and cannot be delivered separately. However, we'd love to invite you in-store for our Complimentary Gift Wrapping service

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## 7. Can I take my order online to my nearest Molton Brown store for gift wrapping?

We'd love to invite you in-store for our Complimentary Gift Wrapping service, with the exception of these dates: 24<sup>th</sup> – 28<sup>th</sup> October and 28<sup>th</sup> November – 2<sup>nd</sup> December.

Find your nearest Molton Brown store here:

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## 8. Are you offering in-store gift wrapping during your discount weekends?

If you purchase in one of our stores, we're delighted to offer our usual Complimentary Gift Wrapping throughout our promotional discount weekends.

## 9. I have ordered a pre-made gift set and this has not been gift wrapped – can you help?

We're sincerely sorry to hear that in this instance your purchase has not met our usual flawless standards. Please email us your order number and our Customer Service Team will have the missing gift box sent to you by Royal Mail 1<sup>st</sup> Class post to arrive in the next few days.