

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.

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.

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.

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 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.

6. 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 assist you.