PACKED W PURPOSE

Thank you for your order.

Our team at Packed with Purpose is pleased to help you send meaningful gifts that inspire and delight recipients.

Invoice & Payment: You should receive an invoice within a few days of your ship date. For volume orders, you may be required to make a nonrefundable deposit of up to 50% of your order in advance of your ship date. To pay with credit card or ACH/Bank transfer, click “Review and Pay” directly in your invoice email. Note that invoices paid via credit card will be assessed a 3% processing fee, which can be avoided by paying via ACH.

Addresses, Returns & Cancellations: Please note that we are unable to reship gifts that are sent back to our fulfillment center due to the perishable nature of our gift products. As such, **all addresses in your order form are considered final**. Once your order has been submitted to our fulfillment center, there will be a $50 fee to change or remove any addresses. Though we are happy to accommodate address changes in this way, please note that this will result in your full order being pulled from the queue and may result in a later shipping date. We cannot honor any cancellation requests once the gifts have shipped. Any request to cancel an order that has already been submitted to our fulfillment center is subject to a $50 cancellation fee.

Timeline: Most orders ship in 1-3 business days from confirmation. For custom or unique orders, our Gift Concierge team will work with you to meet deadlines and provide accurate and transparent information on order times.

Shipping: To best serve your shipping needs, Packed with Purpose customers may choose from the following shipping options for volume orders. For estimated delivery times, please see our FAQ.

SHIPPING OPTIONS 2022			
Gift Price	*$0 - $39*	*$40 - $99*	*$100+*
UPS SUREPOST **3-6 days**, depending on distance from our Chicago-area fulfillment center. ** Residential addresses only*	**$13**/gift	**$15**/gift	N/A
UPS GROUND **2-5 days**, depending on distance from our Chicago-area fulfillment center. ** Residential or commercial addresses*	**$17**/gift	**$19**/gift	**$20**/gift
ADDITIONAL SHIPPING METHODS	Shipping prices above apply to individual gifts shipped within the continental United States. For bulk shipments, expedited timelines, or gifts shipped outside the continental 48 states, please ask your Gift Concierge for a quote.		

Although we do our very best to package and ship your gifts with great care and consideration, we can not control delays or issues with lost shipments caused by carriers such as FedEx, UPS, or USPS.

Tracking: Once your gifts have shipped, you will receive an email with tracking information for your entire order.

Substitutions: Given the highly seasonal nature of the gifting business and the unique supply chain challenges presented by Covid-19, Packed with Purpose requests flexibility on flavors, scents and specific products featured in each gift collection. Rest assured that our team thoroughly vets all products to guarantee any substitutions made are of equal quality, impact and encompass the high standards PwP requires of our Purposeful Purveyors.

Questions? Reach out to our team so we can ensure you have a smooth and delightful order experience. Contact your Gift Concierge directly or our Support team at support@packedwithpurpose.gifts to assist you.