



PACKED W PURPOSE

Gifts with Impact

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 24 hours 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 payments, click "Review and Pay" to pay directly in your invoice email. Note that volume orders will be assessed a 3% fee for credit card processing, 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. This ensures a seamless and on-time gifting process for all clients. *(Tip: Ensure floor and suite numbers are included, especially for packages going to offices or universities. This is typically the primary reason for returns.)* 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 2-3 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 gift shipping times.

Shipping: We ship all gifts from our fulfillment center located in the Chicagoland area. Estimated shipping times for the continental U.S. are: Midwest: 1-3 days, Northeast: 2-4 days, South: 2-4 days, West: 5-7 days, based on exact shipping address. 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 or USPS. If you experience any other issues with gift delivery, please email support@packedwithpurpose.gift

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

Substitutions and Heat-Sensitive Items: To meet the increased scope and given production restrictions with respect to Covid-19, PwP requests client flexibility on flavors, scents, and specific products submitted in the proposed gift options. Any product substitutions made would be of equal quality and purpose, and encompass the high standards PwP requires of all our Purposeful Purveyors. In an effort to ensure successful arrival of food gifts in the summer months, we do ship our gifts with ice packs; however, we cannot guarantee that heat-sensitive items will not melt.

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.

