

Refunds and Returns.

Thanks for your purchase from Blush Book Box

By purchasing a product from Blush Book Box, you as the consumer are responsible for reading our policies before purchasing any item. By purchasing from Blush Book Box you agree to our Refunds and Returns Policy.

Our Packaging:

Blush Book Box is extremely proud of the way we personally package every box to prevent your collectable book from being damaged in transit. We wrap every book in our signature heart shaped bubble wrap, pad any empty space inside the box to prevent unnecessary movement, and slip your box into a plastic satchel to ensure it stays dry. Any merchandise that might melt or damage the contents is sealed in a plastic bag. Each box is then checked and signed off personally by one of us to ensure it arrives safely to you undamaged. When your box leaves us and is placed in the hands of the postal service we are confident the box and its contents has left us well protected and in perfect condition.

If your box arrives damaged please contact us within 48 hours so we can lodge a formal complaint through the postal service. It is extremely important to keep ALL packaging as transit damage claims require all the packaging to be intact and presented to the Post Office. We can not lodge a claim without the original packaging.

Shipping and Manufacturing Delays

In the case of shipping/postal delay the post office would need to confirm the parcel is lost before we can discuss any refund. We would still need to lodge an insurance claim as all parcels we send are insured.

In the case of manufacturing/printer delays. Any delays in printing considered unreasonable would need to be dealt with on a case by case basis.

“Can I get a refund?”

We may refund your purchase if deemed necessary on a case by case basis. If you are seeking a refund for any obvious physical damage through the mail we will first need to make a claim through the Post Office as each box we post is fully insured. We may be able to financially refund if the insurance claim is successful.

If an insurance claim is declined and a decision has been made on compensation we reserve the right to offer alternative solutions based on the situation. Solutions may include replacement, early access on another box and/or discount coupons. If we agree on replacement it will be dependant if there are any spare books available. If there are no

spare books they will not be reprinted. Any coupon provided is valid for purchase only and not applicable to any postage costs unless agreed to by Blush Book Box. If there is an issue with a received book box and a method of compensation is made available, we reserve the right to ask you to prove you are still in possession of the product. The following is the only method of proof we will accept:

- 1) you must provide an original photograph of you holding the book
- 2) you must provide the invoice number
- 3) you must also provide proof of identification
- 4) if we ask you to destroy the book we will ask you to tear off the front and back covers and tear them in half. On the signature page we will ask you to write your name and invoice number on that page in marker.
- 5) We may, at our discretion, ask instead for the return of the book; at our cost. Please do not damage or return your book until we have instructed you to do so.

If Blush Book Box has agreed to some form of compensation and you no longer have the book in your possession for any reason then Blush Book Box will deem that you no longer have a loss and any agreed compensation will be rescinded. The only exception to this rule is if the tracking shows you never received the book box in the first place. If the tracking shows your parcel was delivered then it will be deemed as delivered. "Porch Piracy" is not covered under the Refunds and Returns Policy.

All merchandise accompanying your book in the book box is considered to be part of the box as a whole but is considered complimentary and will not be refunded or replaced individually if these items are not to your taste.

"What if my item is damaged?"

If you receive an item that is damaged, there is a process to follow. Please email admin@blushbookbox.com within 48 hours of receipt of the item, take clear photos of the damaged item/s and the box, showing the shipping label as provided. It is extremely important to keep ALL packaging as transit damage claims require all the packaging to be intact and presented to the Post Office. If we are unable to lodge a claim through the post office insurance this may void our Returns and Refunds Policy.

If you receive your Blush Book Box and any merchandise item/s are damaged, we can choose to offer a replacement of these items but only if we still have some in stock. As merchandise items are considered complimentary this does not fall under our refund policy and any replacement will be at our discretion and availability.

If a replacement or compensation is agreed to, we may ask you to either destroy/damage the book or send the book back to us before we organise any compensation. Please do not damage the book until we have confirmed a replacement with you.

Damaged book guidelines:

What we **DO** classify as damaged:

- Any rip visible on the book larger than 1cm
- Marks on the front or spine that cannot be removed
- Damaged pages that affect the text in the book
- Punctures
- More than one ripped or bent page that affects the text on the pages
- formatting errors that render the book unreadable

What we **DO NOT** classify as damaged:

- Small scratches, marks, or residue on the book including foiling
- Small creases on the top or bottom of the book
- Minimal creasing on the top or bottom of the book spine/cover
- Wavy pages
- minor dings that do not affect the ability to read

PLEASE NOTE: there is a margin for error when applying foil to a book. This means that our printer can only guarantee foil placement within several millimetres. If the foil is slightly off target this is not considered damaged.

“I have changed my mind, can I return my box?”

Unfortunately, we cannot process a return for a change of mind.

For any refund or replacement inquiries please send an email to admin@blushbookbox.com with your order number, name, photos of the product, and photos of the shipping label and the box.

Amended 7th October 2023, for previous versions please email us and request a copy.