

## Returns, Refunds & Exchanges Policy

Within 30 days of the product purchase date you may return products purchased at [www.alwaysgiftbaskets.net](http://www.alwaysgiftbaskets.net)'s store for a full refund of your purchase price. Products must be returned in their original condition and packaging with all included parts. You are responsible for the cost of the return shipment. Product exchanges are only available for products that you received in a defective or damaged condition or when a different product than what you ordered was incorrectly sent to you.

Shipping and handling is non-refundable on product returns under the 30 Day Return Policy, unless you received a damaged product or the wrong product was sent to you, in which case we will also pay the return shipping cost. Return of products to Always Gift Baskets requires prior approval by e-mail to [alwaysgiftbaskets@gmail.com](mailto:alwaysgiftbaskets@gmail.com). If the item you are returning was a gift, please enclose the name and e mail address of the person who sent you the gift along with the reason for the return.

### *Packaging and sending your return:*

1. Pack the items along with a copy of the packing slip(receipt) securely in a box. Your order number MUST be included with the return to get your refund.
2. Send the return package to: Always Gift Baskets & Natural Essentials, PO Box 40334, Charleston, SC 29423

We recommend that you use a shipper with delivery confirmation to ensure your package is received and your refund processed.

Refunds of the product's purchase price under Always Gift Baskets 30 Day Return Policy will be made by the original payment method. Credit Card refunds will be made within 5 business days of receiving and approving your return. After processing your refund, you will receive a confirmation email with a refund receipt.

## Product Warranty

Always Gift Baskets LLC, (“A.G.B.”) warrants to the original retail purchaser that the products covered by this limited warranty statement conform to the manufacturer’s specifications and will be free from defects in workmanship and materials for a period of one (1) year from the date of original purchase. For warranty service, you will need to provide proof of the date of original purchase. The brands covered under Always Gift Baskets warranty include: Big Boi Candles, Beard Kits & Beard Bundles.

### *Replacements under warranty*

If you believe your A.G.B. product to be defective during the warranty period, please contact Always Gift Baskets Customer Support by phone at (803) 397 1663 or by email at [alwaysgiftbaskets@gmail.com](mailto:alwaysgiftbaskets@gmail.com) for warranty return authorization. An A.G.B. representative will communicate with you to determine whether to authorize warranty replacement.

If authorized, Always Gift Baskets will exchange the product without charge. Always Gift Baskets will ship a replacement product to you, freight prepaid. You are responsible for securely packing the defective product and returning it to Always Gift Baskets within ten (10) working days of receipt of the replacement. Always Gift Baskets requires a debit or credit card number to secure the cost of the replacement product in the event that you fail to return the defective one.

The item replaced becomes the property of Always Gift Baskets. The replacement product will be new to the A.G.B. standard. A.G.B. liability for replacement of the covered product will not exceed the product’s original retail price. Exchanged products assume the remaining warranty period of your original product covered by this warranty. This warranty covers only normal use. This warranty is not transferrable. Always Gift Baskets is not responsible for warranty replacement should the A.G.B. label or logo be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, immersion in liquids, improper installation, neglect, improper shipping, damaged caused by disasters such as fire, flood, or service other than by Always Gift Baskets.

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