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+44 (0) 113 887 7622



FAQs

Need help?

Find answers to the questions we're most often asked.

If you can't find the answer you're looking for here, try our [blog](#) or [Get in Touch](#)

Can you put our company logo and branding on products?

Yes. Your company logo and branding can be applied to both products and packaging. We can pantone-match to your brand colours and make sure everything adheres to your company brand guidelines.

Do you provide ideas for our company gifts or events? We don't know where to start.

Absolutely! BOW manages everything from concept to completion. We curate your project ideas, fulfill the order and deliver. We can implement the right strategy for a single event right through to a full, 12-month engagement plan with multiple touch-points. What's more, we guide you through the entire process and manage it all for you. But don't take our word for it. Read what our customers

Where do you deliver?

We ship throughout the UK, Europe & Worldwide to over 40+ countries and can deliver to a home or business address.

Which courier companies do you use?

We use DHL, DPD, UPS & ParcelForce to ensure the reliability of your



Have a question? Check this

Can you deliver



Let's Chat!

internationally?

Below is a list of overseas destinations we deliver to. But every country has different rules and regulations. Tell us the countries you'd like to ship your gifts to, then we'll only suggest products we know they'll accept.

From time to time these destinations and rules change. If you'd like to ask about a particular destination please get in touch. We pride ourselves on staying up to date on shipping developments.

[list international destinations]

Do you measure your carbon footprint and if so, what is it?

Yes, we do. Your deliveries can be set to carbon neutral. And we can tell you the exact carbon footprint of a wide range of our products.

We launched this measuring tool in 2022. It provides critical information to companies that are positively making change for good through their procurement processes. Ask us about this amazing tool. We'll be happy to show you how it works.

Because we work closely with our supply chain and

say on [Trustpilot](#).

Can you track our delivery?

Yes. We offer a tracking and monitoring service. It costs from £3 + VAT per parcel.

Do you offer a fast-track service?

Yes. In the UK only. We can fast-track production on certain products. We can also provide next-day and timed delivery services.

Can you send alcohol?

Yes. We can ship alcohol to any UK home or business address. When it comes to shipping alcohol outside the UK, some countries accept certain types of alcohol, but not all. There are restrictions on alcohol volume and strength as well as on shipping to a home or business address.

If you're thinking of gifting alcohol we'll need to know where you're wanting to send your gifts. We'll only suggest products we know we can deliver to each

including customs and export documentation internally. This includes commercial invoices and the option to ship your international parcels with Delivery Duty Paid (DDP) or Delivery Duty Unpaid (DDU).

Do we have to pack the gifts ourselves?

No. When we say we offer a complete service, we mean it. We do everything for you. That includes handling and packing your gifts and products as well as getting them ready for despatch. And, of course, we deliver for you too.

To make sure your products are protected in transit we use only the highest quality packaging materials. And it's all recyclable, too.

BOW manages everything from concept to completion.

How sustainable are your corporate gifts?

We only source and manufacture from accredited, ethical, trusted and reputable partners. We only use recyclable packaging material.

Some of our supply-chain hold accreditations

manufacturers on a daily basis, we're confident we'll hit our target of being carbon neutral by 2030.

destination you choose. Whether in the UK or overseas and to a business or home address.

awarded by [Ecovadis](#), putting them in the top 1% of companies operating sustainably.

By international standards, our fulfillment, packing, and despatch warehouses are ISO 9001, and 14001 accredited.

What companies do you work with?

We work with companies with over 1,000+ employees and also event organisers who require our services for their clients' events. We don't work with individuals, sorry.

To see clients we've worked with, check out our case studies. [\[link\]](#)

Do you have an order minimum?

Yes, we have an order minimum of 100 units plus.

Can you store leftover gifts for us?

Yes, we can store leftover gifts. We charge a minimum of £2 + VAT per unit, per week.

We'll always advise the best storage and delivery options available to you for leftover gifts or products.

What is your lead time?

As every project is carefully curated for you, lead times vary. They depend on volumes, product requirements, availability of stock and delivery destinations.

We want you to have the best options available, so the sooner we are introduced to support your plans; the greater the possibilities for your company.

Your project might span a single event or multiple dates over a 12-month period. Whatever your brief, we'll provide you with a strategy that gets you the best outcome and perfectly

Are you insured?

Yes, we are fully insured. We have a company public liability policy and we insure each of our parcels.

I want you to remove my data from your databases. How can I arrange that?

No problem. You can call us on +44 (0) 113 887 7622 or email us at enquiries@bow.gifts.

However, there are certain bits of data we'll need to keep because of regulations. You can talk to us if you need more info or read our privacy notice here [\[link to: https://www.bow.gifts/privacy-policy\]](https://www.bow.gifts/privacy-policy)

How can I unsubscribe from marketing emails?

You'll find an 'unsubscribe' link at the bottom of our marketing emails. Click that, and we'll part (marketing) ways.

Or, send us an email at enquiries@bow.gifts. Just tell us your name and which email address you want to unsubscribe.

meets your needs.

What if I need to cancel an order?

You can cancel an order, but our cancellation policy will apply. Please follow this [link](#) to learn more.

Do you keep my recipient addresses confidential?

Yes. We take your privacy seriously. We will never share your recipient data with anyone except our despatch and shipping staff. The data we require is for the sole purpose of fulfilling your project needs and meets GDPR requirements.

Contacting us

You can get in touch in several ways.

We are in the office Monday to Friday, 9 to 5.

You can call us on +44 (0) 113 887 7622 or email us at enquiries@bow.gifts.

Or, if you want to message us via social media or chat with us online, you'll find the details [here](#).

BOW NEWSLETTER

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