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Terms & Conditions

No one wants to wade through the small print, we know. But before you jump off this page with a yawn, here's why you should stay and scroll down.

When you place an order with BOW Gifts you're bound by our terms and conditions. Please read them through carefully so there are no surprises.

If anything changes, we'll tell you right away.



BOW Gifts Terms & Conditions

Our commitment to you



- We will only process your order if your project can be achieved in the timeframe available — from point of order to your event/delivery date.
- We only submit artwork and branding for production that has been fully signed off and approved by you.
- We only source and manufacture from ethical, trusted and reputable partners to ensure the best quality and demonstrate integrity across all our work.
- We are fully insured with public liability policies in place.

When you place an order with BOW Gifts, you're agreeing to the following:

[Have a question? Check this](#)[Let's Chat!](#)

Stock	▼
Allergies	▼
Products & Branding	▼
Gift project plan	▼
Changes and cancellations	▼
Production closures	▼
Storage Fees	▼
Missed cut-off dates in your gift project plan	▼
Payment	▼
Invoice date and pro-forma payments	▼
Payment methods	▼
Making a payment outside of the company's standard process	▼
Delivery	▼
Delivery destinations	▼
Delivery data	▼
Point of despatch	▼
Tracking	▼

Delivery charges	▼
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DDP & DDU	▼
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Timed delivery	▼
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Parcel returns and incorrect delivery data costs	▼
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Delivery Refunds and damages	▼
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Missing parcels	▼
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Accepting Bulk/volume orders	▼
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Data	▼
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If you have any questions regarding our T&Cs please ask. For ways to get in touch with us, please visit our [Contact page](#)