

## **RETURN, CANCELLATION AND DELIVERY POLICIES:**

There are no returns, exchanges or refunds for the loose teas once sent. We must be contacted within 6 hours of making the order to cancel or change the order.

Although we do try to insure that the baskets are packed properly so they arrive in excellent condition, accidents can happen. Returns and replacements can only be made if there is damage or breakage to the basket and/or its contents. If you plan on returning the basket due to damage, you must contact us within 48 hours of receiving the basket. It must be returned with all contents and in all its original packaging. No credit or replacement of the basket will be issued until the damaged basket is received and inspected by us. Please return by same shipper that sent it. Shipping charges are non-refundable.

For ground deliveries: If you change your mind and wish to cancel the order within 12 hours of making the order, please contact us within this 12 hour period and the order will be cancelled. After this 12 hour period, the basket will have already been sent so you will be charged for the shipping costs for the basket sent and the return shipping costs plus a 25% charge of the total order for handling and processing costs.

For expedited/same day deliveries: The window for cancelling is 3 hours. After this 3 hour period, you will incur the same charges as for the ground deliveries.

## **PRIVACY POLICY:**

Your personal information is kept strictly confidential and is not shared or sold to third parties. Your name and email are kept by *Fancy a Cuppa? Tea Experience* for the newsletter, but you can unsubscribe from this at any time.

## **DELIVERIES:**

We ship by Canada Post or UPS. Teas should go out the same day if ordered before 11 a.m.; baskets sent out next day for ground deliveries. For United States deliveries, purchaser is responsible for all duty charges.

## **CONTACT *Fancy A Cuppa? Tea Experience***

Monday to Friday 9 a.m. to 5 p.m. PST.

BY EMAIL: [fancyacuppa@telus.net](mailto:fancyacuppa@telus.net)

BY PHONE: 250-588-1432 OR toll free 1-855-588-1432

BY MAIL:

Fancy a Cuppa? Tea Experience

314-3980 Shelbourne Street

P.O. Box 31126

Victoria, BC

V8N 6J3.