

# Disclaimer

Dear Customer

Your order is valuable to us. We would like you to understand and appreciate how much we care for your orders. Please go through the disclaimers and stay informed.

## *General Disclaimer*

**Crispbread Confectioneries Private Limited** retains the right to refuse any order unconditionally.

All claims are subject to the jurisdiction of Court at New Delhi, India, only.

If **Crispbread Confectioneries Private Limited** is unable to deliver your order, then complete refund will be made. We shall not be liable for any other charges, loss of profits, emotional stress or any other liability etc. caused due to non-delivery.

## *Shipping & Delivery Disclaimer*

Flowers may be delivered in fully bloomed, semi-bloomed or bud stage.

- For Next-day standard time delivery, orders must be received by **CRISPBREAD CONFECTIONERIES PRIVATE LIMITED** before 6:00 pm, Monday - Sunday, IST.
- For Next-day fixed time delivery, orders must be received by **CRISPBREAD CONFECTIONERIES PRIVATE LIMITED** before 6:30 pm, Monday - Sunday, IST.

Currently **CRISPBREAD CONFECTIONERIES PRIVATE LIMITED** delivers within Express Cities,

You acknowledge that requested delivery time is non-binding. Estimated delivery time depends on the availability of the product and the destination to which you want the product to be delivered.

Delivery may take longer due to:

- Bad weather
- Political disruptions
- Other unforeseen circumstances

In such cases, we will proactively reach out to you. Please check your e-mails and SMS regularly for updates.

Before major occasions, we suggest that you place your order at least five days in advance.

Products that are hand delivered cannot be delivered along with courier products.

For perishable items like cakes and flowers, we attempt delivery of your order only once. In the event the delivery is not executed during the attempt, you shall still be charged for the order and no re-delivery will be possible. We will consider the order executed in the below cases:

- Wrong shipping/delivery address.
- Recipient not available.
- Premises locked.
- Recipient refusing to accept the delivery.

In case if the recipient is not available, he/she can inform the delivery person to deliver the order to the gate/reception/neighbor.

Proof of delivery will be provided in case of any dispute in delivery.

Deliveries are made on Sundays and on Public Holidays for products that are delivered by hand.

If there is no one available at the shipping addresses to accept the delivery of your order at the time of delivery, the order will not be considered late. Hence in such cases, no refunds, cancellations, liability can be made. We will surely try our best as mentioned below-

- Call the recipient to schedule an appropriate delivery time.
- Leave a note on the recipient's door asking them to contact the florist to schedule a delivery time.
- Leave the bouquet/arrangement in a covered, secure area of the home (porch, garage, or other entrance)
- Leave the bouquet/arrangement with a neighbor and place a message on the recipient's door with this information.

### *Fix Time Deliveries*

We cannot commit the exact time for delivery. Subject to the other terms of the Shipping Disclaimer, the order will be delivered +30 or -30 minutes as per selected time.

### *Delivery of Courier Products*

Notwithstanding anything contained in the Shipping Disclaimer or in the Terms and Conditions, in the event the order is made to deliver through any courier agency or any third party, **CRISP BREAD CONFECTIONERIES PRIVATE LIMITED** does not make any representation or warranty in relation to the delivery of such order.

The products will be delivered through Blue Dart or any other courier company and the delivery made by them are subject to the Terms and Conditions of such courier companies.

For products that are shipped using the services of our courier partners, the date of delivery is an estimate. Your order may be delivered prior or after the chosen date of delivery.

You acknowledge that requested delivery date is non-binding. Estimated delivery date depends on the availability of the product and the destination to which you want the product to be shipped.

Our courier partners do not call prior to delivering an order, so we recommend that you provide an address at which someone will be present to receive the package. The delivery cannot be redirected to any other address.

No deliveries are made by third party courier agencies on a Sunday and Public Holidays.

All courier orders are carefully packed and shipped from our warehouse. Soon after the order has been dispatched, you will receive a tracking number that will help you trace your order.

Courier partners sometimes have some delays due to holidays and strikes.

In case if the recipient is unavailable, we will attempt delivery twice and in case delivery location is incorrect or the recipient refuses to take the delivery, the delivery shall be deemed to have been made. The courier company will attempt to deliver the package twice before the parcel returns back to the point of origin.

In the event the delivery is not executed during the attempts, you shall still be charged for the order.

We will consider the order executed in the below cases:

- Wrong shipping/delivery address.
- Recipient not available.
- Premises locked.
- Recipient refusing to accept the delivery.

In case if the recipient is not available, he/she can inform the delivery person to deliver the order to the gate/reception/neighbour.

### *Delivery to Hospitals Policy*

The vendors in our **Crispbread Confectioneries Private Limited** network are experienced at making deliveries to hospitals. When placing your order, please be sure to include:

- Hospital name
- Full address of the hospital

- Telephone number of the hospital
- The name of the recipient
- Room number or ward of the recipient

We will send your order in accordance with facility procedures, as most hospitals do not allow vendor to personally deliver to individual rooms. Please note that many ICU patients are not permitted to receive flowers. Please check with the hospital before placing your order.

### *Delivery to Hotels Policy*

The vendor in our **Crispbread Confectioneries Private Limited** network are experienced at making deliveries to hotels. However please be aware to make the following information available:

- Hotel name
- Full address of the hotel
- Telephone number of the recipient and the hotel
- The name of the recipient
- Room number of the recipient
- Name of Tour Company, if applicable

If the recipient has not checked in at the hotel on the delivery date, the order will be left at the reception and the order will be assumed as executed. If the person has checked out of the hotel by the delivery date, the order will be assumed as executed and no refund will be made in such cases.

### *Delivery to Wedding Halls/Marriages Policy*

For delivery of order items to Wedding Ceremonies/ Marriage Halls, we may not be able to assure the delivery to the bride and/or bridegroom. However, we shall ensure that the delivery is made to one of the responsible member of host.

### *Delivery to Hostels/PG/Cantonment/Enclosed Premises*

Our florists are experienced at making deliveries to hostels/PG/Cantonment/Enclosed Premises. However, please be aware to make the following information available:

- Hostel name

- Full address of the hostel
- Telephone number of the recipient and the hostel
- The name of the recipient
- Room number of the recipient

The recipient needs to either come to the gate of the premises to collect the delivery or send someone on his/her behalf after coordinating with the delivery person. The order can be handed over to security/any other responsible person or the order will be left at the reception and the order will be assumed as executed.

### *Delivery at Remote Locations and Towns*

Orders can be delivered only in the cities mentioned in the list of serviceable area

Please note that flowers, cakes and other perishable products are sourced locally at the delivery location.

We can't commit an exact time of delivery.

Correct address and contact number is a must of the recipient for placing the order.

No deliveries would be done on National Holidays. The delivery of the same would be done on the next working day. In case of floods/ heavy rains/ National Bandh /election dates/ curfews/ traffic jams/ festival times/regulated traffic movements or any other impediments that may restrict the delivery of the order. **CRISP BREAD CONFECTIONERIES PRIVATE LIMITED** reserves the right to reschedule the delivery to another date.

The delivery of the products/items ordered will be attempted only once at the address as provided in the order received by **CRISP BREAD CONFECTIONERIES PRIVATE LIMITED**. In the event the delivery is not executed due to any reason whatsoever not attributable to **CRISP BREAD CONFECTIONERIES PRIVATE LIMITED**, the customer shall still be charged for the order and no redelivery or refund will be made by **CRISP BREAD CONFECTIONERIES PRIVATE LIMITED**. The order will be deemed executed and delivered in the following events:

- Delivery not done due to wrong address.
- Recipient not available.
- Premises locked.
- Wrong/incorrect phone or mobile or extension number / not working / no reply or not connecting /not reachable.
- Recipient refused the products.

- Delivered the product at the Gate/Reception/Neighborhood.

### *Other countries*

Flowers may be delivered in fully bloomed, semi-bloomed or bud stage.

Subject to the other terms of the Shipping Disclaimer, the deliveries would be done between 10 a.m. to 6 p.m.

Delivery may take longer due to:

- Bad weather
- Political disruptions
- Other unforeseen circumstances

Before major occasions, we suggest that you place your order at least five days in advance.

Products that are hand delivered cannot be delivered along with courier products.

For perishable items like cakes and flowers, we attempt delivery of your order only once. In the event the delivery is not executed during the attempt, you shall still be charged for the order and no redelivery will be possible. We will consider the order executed in the below cases:

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- Recipient refusing to accept the delivery.

### *Delivery of Courier Products*

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For products that are shipped using the services of our courier partners, the date of delivery is an estimate. Your order may be delivered prior or after the chosen date of delivery.

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- Recipient refusing to accept the delivery.

In case of residential areas, the order may be left at the door or Post Box or with a neighbor or a note may be left for the recipient to pick the order from the local hub.

In case of business addresses, orders may be left at the reception.

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- Hospital name
- Full address of the hospital
- Telephone number of the hospital
- The name of the recipient

- Room number or ward of the recipient

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- Room number of the recipient
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- Hostel name
- Full address of the hostel
- Telephone number of the recipient and the hostel



- The name of the recipient
- Room number of the recipient

The recipient needs to either come to the gate of the premises to collect the delivery or send someone on his/her behalf after coordinating with the delivery person. The order can be handed over to security/any other responsible person or the order will be left at the reception and the order will be assumed as executed