Every gift *comes home.*

Our promise first. The details follow, short and plain.

From the moment we receive your gifts until they're back in your hands, *they're our responsibility.*

If anything is lost or damaged while it's with us, we replace it or refund what you paid for it. No fine print, no runaround.

Anything worth more than $1,000 is wrapped in your home, during an in-home session, so it never has to leave your house. Just tell us about it when you book.

The only exceptions are things no one can prevent: an armed robbery or theft by force (reported to the police), or a vehicle accident caused by another driver. Even then, we refund every wrapping fee and help you file the claim with the responsible party's insurance.

We don't open your gifts, so we can't answer for a defect that was already inside the box. Anything that happens to it while it's with us is on us.

WHAT YOU CAN COUNT ON

1. **A photo receipt.** Every gift is counted and photographed the moment we receive it, and we text you the photos. We do it again when your gifts come home.
2. **Nothing to pay until your gifts are home.** In-home sessions take a 50% deposit to hold the date; everything else is paid at return, by card or [Zelle].
3. **Your look, approved.** We wrap to your colors, paper and theme. Ask and we'll send a photo of the first gift for your OK before we wrap the rest.
4. **Your privacy.** Your name, address and gift list stay with us. We post photos of your wrapped gifts only with your OK, and never your home or family.
5. **Gift-date reminders, if you'd like them.** Share birthdays and other dates and we'll remind you before each one. Reply STOP anytime.

THE DETAILS

6. **Your quote.** Valid for 7 days. We confirm the final price when we see your gifts, before any wrapping starts. Odd shapes are priced after a quick look.
7. **Timing.** Gifts are ready in 3–5 days. Rush (within 48 hours) is 25% more, when space allows. Holiday bookings close Dec 19; final deliveries are Dec 23.
8. **Changes.** Change or cancel free up to 48 hours before your appointment. Inside 48 hours, a deposit carries over to one new date this season.
9. **In-home sessions.** We work in the room you choose and leave it as clean as we found it. Please secure pets and have an adult at home.
10. **A few things we can't wrap.** Cash, gift cards over $500, firearms or weapons, perishable food, live animals or plants, and anything hazardous or illegal.

Saying *YES* to your quote confirms your order and means you agree to these terms.

REPLY YES