

## **Terms & Important Information**

Lady Kimberly's Holiday Wrapping Service is a seasonal, home-based offering designed to bring beauty, care, and convenience to your gift-giving. Before booking, please review the following information and terms:

### **Service Disclosure:**

All wrapping services are provided from a private residence and are not affiliated with or regulated by any commercial packaging or shipping entity. While every item is handled with care, this service does not include insurance or commercial guarantees.

### **Condition of Items Provided:**

Clients are responsible for ensuring all gifts arrive in good condition and are properly labeled for wrapping. Lady Kimberly's Holiday Wrapping Service is not responsible for damage, defects, or missing components present at drop-off.

### **Allergen & Material Notice:**

Wrapping supplies may come into contact with common allergens such as fragrances, glitters, adhesives, or paper materials containing tree or plant fibers. If sensitivity is a concern, please notify us before drop-off so accommodations can be discussed when possible.

### **Service Process & Acceptance:**

Submitting a wrapping request does not confirm acceptance of the order. All orders must be reviewed and approved. You will receive confirmation of availability, turnaround time, pricing, and drop-off/pickup instructions.

### **Turnaround Time:**

Standard turnaround time is 2 to 5 business days, depending on seasonal demand, volume, and material availability. Rush requests may be accepted at Lady Kimberly's discretion but are not guaranteed.

### **Special Requests:**

We are happy to discuss personalized touches or specific themes. Certain requests may require additional materials or incur an added fee, which will be communicated beforehand.

### **Cancellations & Changes:**

Cancellations or changes must be made at least 48 hours before the scheduled pickup time. Late cancellations may result in a fee or, if materials were already purchased, reimbursement for those materials.

### **Payment Terms:**

Payment is due upon pickup unless otherwise arranged. Accepted forms of payment include cash, check, or Venmo.

### **Liability & Handling:**

Once items are picked up, the safe transport and storage of wrapped gifts are the responsibility of the client. Lady Kimberly's Holiday Wrapping Service is not responsible for damage caused by weather, travel, pets, children, or mishandling after the items have left Royal Pointe Hall.

### **Limitation of Liability:**

By utilizing this service, the client agrees to hold harmless and release Lady Kimberly's Holiday Wrapping Service, its owner, and Royal Pointe Hall from any liability arising from the handling, wrapping, storage, or transport of provided items, except where prohibited by law.

Thank you for trusting Lady Kimberly to bring beauty, polish, and seasonal charm to your holiday gifting.