

## **TERMS & CONDITIONS**

### **Terms and Conditions**

Please read our terms and conditions outlined below before using this website or engaging the services of Wrapped in Weddings.

**The Wrapped in Weddings Website** ([www.wrappedinweddings.com.au](http://www.wrappedinweddings.com.au)) is a South Australian based business owned by S L Kenny and G Byfield trading as Wrapped In Weddings (Wrapped in Weddings on line) (ABN 38755079085). Your use of our website is conditional upon your acceptance and compliance with the terms and conditions outlined below. These Terms and Conditions constitute a legally enforceable agreement with Wrapped in Weddings. If you do not agree with any of these Terms and Conditions, you are not permitted to use this website and should immediately exit from it. Wrapped in Weddings reserves the right to amend or modify these terms and conditions at any time without notice to you. Your ongoing use of the website following any amendment or modification that constitutes an agreement by you to abide and be bound by the amended or modified terms and conditions.

From time to time there may be information on our website that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing and availability. Wrapped in Weddings reserves the right to correct any errors, pricing and inaccuracies or omissions and to change or update information at anytime without prior notice.

### **Privacy Policy**

Protecting your privacy is very important to Wrapped in Weddings.

Whenever we collect and otherwise deal with your personal information, we are governed by the National Privacy Principles contained in the Privacy Act 1988. This means that whenever we collect any of your personal details such as name, address, email address or phone number we are bound by the National Privacy Principles.

Whenever we collect personal information from you, whether offline, via competitions or whenever you enter into transactions with Wrapped in Weddings, we will make every reasonable attempt to inform you of why we are collecting your information, to who we will discuss this information and the purpose of which we intend to use that information.

In general the purposes for which we collect your information include:

Ensure your bridal registry gift purchases are recorded for proof of purchase and for any warranty issues with suppliers

Keeping you up to date with the latest developments in Wrapped In Weddings

Using your information for market research to enhance the quality of goods and services offered by Wrapped in Weddings

Making you aware of any Special Offers from Wrapped In Weddings

Informing you of results to competitions you may have entered

At all times we take great care to ensure your personal information is protected and treated confidentially and in accordance with the Privacy Act.

If you believe that we have not dealt with your personal information in a manner that complies with the Privacy Act you should contact Wrapped in Weddings to discuss how we may better deal with it. Similarly if you wish to access personal information that we hold about you, you may make a request in writing to –

### **Wrapped In Weddings**

**PO BOX 10415**

**Adelaide BC 5000**

### **Bridal Couple's Wedding Wall and Blog**

Wrapped in Weddings reserves the right to remove any images and text on the couple's wedding wall and blog that may be deemed to be offensive, threatening or harmful in any way without prior notification to the bridal couple.

### **Prices of Items on the Website**

All prices quoted on the Wrapped in Weddings website are in Australian Dollars (AUD) and are inclusive of GST (where applicable).

All gifts available for sale on the Wrapped In Weddings website are governed by the supplier's/manufacturer's/service

provider's recommended retail pricing structure (RRP). Often prices for goods and services supplied by our partners change and we must reflect these changes in our pricing structure and reserve the right to do so without prior notification (including items on your registry that have not been purchased).

### **Other Fees**

An additional **Processing & Administration Fee** will be applied at check out for all items purchased by guests. This is a once off fee charged per transaction.

### **Option 1. Wrapped & Delivered**

The standard charge for **Products/Gifts** wrapped and delivered will be \$12. This charge will include gift wrapping (where applicable) delivery within Adelaide CBD (couples living outside the Adelaide CBD, this may be more), gift cards and all administration/processing fees. All couples will be consulted with to confirm the price that will be applied to their registry check out charge (payable by guests when checking out) once they have confirmed their delivery address.

### **Option 2. Unwrapped & Delivered**

The standard charge for **Products/Gifts** will be \$7. This charge will include delivery within Adelaide CBD (couples living outside the Adelaide CBD, this may be more) and all administration/processing fees. All couples will be consulted with to confirm the price that will be applied to their registry check out charge (payable by guests when checking out) once they have confirmed their delivery address.

**Contributions/Experiences** - guests will be charged a flat administration and processing fee of \$5 for each transaction.

All Weber BBQ's will attract a \$22 delivery fee and are reflected in the price accordingly. This fee will cover delivery anywhere within South Australia.

All whitegoods items will be charged a higher delivery fee than the standard \$12. This fee will be dependent on what items you order and of course where these items are to be delivered to. All delivery fees will be completely transparent and the bridal couple will be fully informed of all charges well before their registry is finalised. With the Whitegoods delivery fees, the bridal couple can choose to pay for this separately or include a higher delivery and processing fee for those who purchase shares in any of these items.

Items provided by Endota Spa (Hyde Park) are subject to change. All Endota treatments can not be used in conjunction with any other offer.

### **Gift Vouchers**

Couples may use their gift vouchers to spend on any products or services offered by Wrapped in Weddings. Couples cannot use gift vouchers to redeem for cash.

Couples will not receive their 10% loyalty discount with voucher purchases.

A \$12 or \$7 Processing & Administration Fee (as outlined above) will be charged to all voucher purchases at checkout. All vouchers must be used to purchase items from Wrapped in Weddings which will subsequently be gift wrapped (if applicable) and delivered along with all other gifts.

### **Discontinued Items**

Wrapped in Weddings have no control over a supplier's/manufacture's decision to discontinue lines in their portfolio of products. If for any reason an item you have selected for your registry is made unavailable or is discontinued Wrapped in Weddings will offer a suitable alternative (in price and quality) or will provide you with a credit to purchase something else from the website.

There are many items on the Wrapped in Weddings website that are supplied by the manufacturer seasonally, particularly items such as bed linen, decorative pillows and throws. With all seasonal items supply is limited and Wrapped in Weddings have no control over the quantity available. Should you select an item that the manufacturer can no longer supply we will advise you as soon as possible to ensure you have sufficient time to make an alternative

selection for your registry.

**Wrapped In Weddings will not provide cash refunds.**

In the event that a product is discontinued or out of stock, Wrapped in Weddings will contact you by email or phone.

**Refunds and Returns**

Wrapped in Weddings carry minimal stock and orders are placed for your gift registry items once they have been purchased. Everything we bring in to stock has been ordered specifically for you. If for any reason a guest at your wedding purchases one of the gifts from your registry elsewhere we will not allow an exchange.

Wrapped in Weddings will make an exception to the exchange policy where the couple has selected an item that Wrapped in Weddings constitutes as a set and not all the pieces of a set have been purchased. In the event that this happens, the bridal couple will have the choice to

- a) Exchange the incomplete set for something else
- b) Purchase the rest of the items to make up the set themselves
- c) Take the partial set

At sign up, the bridal couple has the option to confirm their registry after their wedding which means that no items will be ordered until the bride and groom have given their final sign off. At this time the bride and groom can assess what has been ordered and have the option to make changes the registry using all funds contributed by guests to put towards other items from Wrapped in Weddings. In this instance the bridal couple would be given a store credit. Store credit can only be spent on items within the existing range of products and services on the Wrapped in Weddings website – no products or services outside this range can be added. Should the bridal couple elect this option they will agree to accept their gift registry items will take a minimum of 6-8 weeks once all orders are finalised.

This time frame could be greater than 6-8 weeks depending on availability of items from suppliers. All time frames would be communicated with the bride and groom once the list was finalised.

Once Wrapped in Weddings has placed an order with a supplier/manufacturer, products and services cannot be exchanged unless they are faulty or damaged.

In the event that products are received damaged or faulty the bridal couple must notify Wrapped in Weddings within seven days of receipt of goods.

Under no circumstances will cash refunds be granted by Wrapped in Weddings. Any credit with Wrapped in Weddings can only be used in exchange for products or services from Wrapped in Weddings and will not be exchanged for cash.

Guests who purchase gifts and change their mind are not entitled to a refund. As purchases are finalised by the guest we place an order with the supplier specifically for our registry.

In the event that a wedding is cancelled for any unforeseen circumstance, the bridal couple must notify Wrapped in Weddings in writing to confirm they would like their registry to be closed off. Any items purchased by guests from the registry will be fully refunded by Wrapped in Weddings. The bridal couple will be required to cover all administrative fees which will total 15% of the total amount paid by guests.

For example if Tom and Mary's total wedding gifts purchased came to \$5000 then a \$750 administrative fee would be charged.

**Warranties**

By law, Wrapped in Weddings do not provide warranties on any products or services offered. All products are bound by the manufacturer/supplier's warranty.

Any faulty or damaged items must be reported to Wrapped in Weddings within seven days of receipt of goods.

### **Services and Vouchers Supplied by Third Parties**

Bridal couples who elect items from third party suppliers are bound by all terms and conditions of the third party. Wrapped in Weddings will not accept any liability for redemption of vouchers after expiry of validity period or if the couple is in anyway dissatisfied with the services of the third party provider. Any issues like this must be followed up directly with the third party provider.

### **Ordering**

Once an order for any good and services has been placed through Wrapped in Weddings the purchaser will be charged for them. Service fees will also be payable at this time. Orders will not be accepted by Wrapped In Weddings if:

- Pricing or product description errors occur; or
- Authorization for your payment is not available

In the event that any issues arise with the purchase of gifts from a couple's registry, Wrapped In Weddings will attempt to contact the purchaser and if appropriate the bridal couple.

Wrapped in Weddings accepts Visa and MasterCard payments. We utilise a secure payment gateway operated by St Georges Bank. We never store your credit card details. They are sent directly to the bank via 128bit encrypted security, upon confirmation St Georges Bank provides us with a receipt of payment.

The bridal couple will have access to view the status of their registry and view purchased items by logging into 'manage my registry' and entering their unique user access code and password.

All gift registries will close off two weeks from the wedding date (unless otherwise negotiated with management of Wrapped in Weddings).

Once a gift registry is closed and we have received final confirmation from the Bride and Groom the registry can be closed, gifts will be dispatched approximately 6 weeks from the date the registry closes off. The Bride and Groom will receive email confirmation of the close off date and date items will be delivered to their preferred address. Also at this time the bride and groom will be notified if any items on their registry will take longer than 6 weeks to arrive and will be given the option to have these items sent out separately OR sent altogether with the rest of the gifts (if this option is taken then delivery will be longer than 6 weeks).

### **Delivery Policy**

It is crucial that the bridal couple provide Wrapped in Weddings with a delivery address where deliveries can be made during normal business hours from Monday to Friday. A post office box address cannot be accepted.

For couples within 30kms of the Adelaide CBD most items will be delivered within 6-8 weeks after the registry has been finalised by the bridal couple. Delivery will take place during business hours from Monday to Friday or from 10am to 2pm Saturdays (unless alternative arrangements have been negotiated with management of Wrapped in Weddings). If required, a subsequent delivery will occur once the balance of all items has been received by Wrapped in Weddings. This will most likely be no longer than 8 weeks after the gift registry has been finalised, however due to supply constraints outside of our control, this may take longer. In all instances where delivery will be longer than 8 weeks, Wrapped in Weddings will inform the bridal couple.

For couples who reside outside of the CBD, we recommend that you wait until all gifts have arrived and have them all dispatched at once to reduce the cost of multiple delivery fees.

Wrapped In Weddings charge a Processing & Administration Fee per transaction that includes delivery (charged to guests upon checkout). \$12 (wrapped) or \$7 (unwrapped) for couples who reside within a 30kms radius of the CBD which includes wrapping of your gifts, gift card and administrative charges (as outlined under pricing). Deliveries outside the CBD may incur additional charges which will be either applied to each check out item and payable by guests or the bridal couple can elect to pay the difference.

All deliveries will be conducted by Wrapped in Weddings or by an authorised transport company.

Large items such as furniture and white goods and BBQ's may be delivered separately from the supplier/manufacturer and will not be gift wrapped.

Transit insurance on all your items will be taken out by Wrapped in Weddings and or our suppliers on your behalf to ensure that your gifts are fully covered for any accidental damage or breakage that may occur during the delivery process.

You must notify Wrapped in Weddings within 24 hours of receipt of any damaged goods by phone or email. Failure to do so will mean that any transit insurance policy will be voided.

In all instances where Wrapped In Weddings are aware of delays with items from suppliers, we will advise the Bride and Groom at the time the order is placed or as soon as we become aware. We will notify the bride and groom by telephone or by email.

### **Cancelled Weddings**

In the event that a wedding is cancelled, the bridal couple must notify Wrapped in Weddings by writing to confirm they wish to cancel their registry. All purchasers and fees paid by guests up until the closure of the wedding will be refunded by Wrapped in Weddings to the guests. The bridal couple will be required to pay an administration fee of 10% of the total amount paid by their guests.

### **Third Party Links**

Wrapped in Weddings is not responsible for the content of any other websites linked to our website.

### **Restrictions on the use of our Website**

You may not copy or reproduce or exploit the contents of the Wrapped in Weddings website without obtaining prior written approval from Wrapped in Weddings.

You may not use our website to transmit any material which may be deemed offensive, distasteful, threatening or harming in any way.

You may not use the information or any contents on this site to explicitly or implicitly promote the use of any other business without seeking prior written approval from Wrapped in Weddings.

### **Wishing Well (Contribution) Registry**

For couples with a Wishing Well only Registry (i.e. not combined with gifts), Wrapped in Weddings will charge a fee of \$99 to facilitate and coordinate the registry.

All guests contributing to the registry will also be charged the standard flat fee of \$5 at check out which will cover gift card and all associated administration and transaction processing fees.

All monies contributed by guests will be deposited directly into the bridal couple's nominated (Australian) bank account as soon as the registry has been closed off by the bridal couple. Wrapped in Weddings will provide the bridal couple with a breakdown of all monies contributed and the bridal couple will have full transparency at all times as they will be able to

log into 'Manage Our Registry' at any stage to see the status of their registry.

Couples who combine Wishing Well Registries with the Gift Registry will not be charged the \$150 administration fee unless all Gift Registry items are not purchased.

### **Honeymoon Registry**

For couples with a Honeymoon only Registry (i.e. not combined with a gift registry), Wrapped in Weddings will charge a fee of \$99 to facilitate and coordinate the registry.

All guests contributing to the honeymoon registry will also be charged the standard flat fee of \$5 at check out which will cover gift card and all associated administration and transaction processing fees.

All travel arrangements will be coordinated by TravelManagers - Kate Lewicki [my.travelmanager.com.au/katelewicki/](http://my.travelmanager.com.au/katelewicki/).

All monies contributed by guests will be deposited directly into the bridal couple's nominated (Australian) bank account as soon as the registry has been closed off by the bridal couple. The bridal couple will liaise directly with TravelManagers to finalise their travel plans. Wrapped in Weddings will provide the bridal couple with a breakdown of all monies contributed and the bridal couple will have full transparency at all times as they will be able to log into 'Manage Our Registry' at any stage to see the status of their registry.

Couples who combine Honeymoon Registries with the Gift Registry will not be charged the \$99 administration fee unless all Gift Registry items are not purchased.

### **Loyalty Discount**

Bridal couples will be given 10% discount off any additional products they wish to purchase after their registry closes (up to one month). This discount can be applied to make up sets or to make up shares in items that have not been purchased. The 10% discount will not apply to gift vouchers.

### **Exclusive Offers**

1. Wrapped In Weddings Referral Offer; Refer a Bridal Couple and you will receive a \$100 gift voucher if they register a bridal registry. Couple must sign up for and complete a registry (offer will be void if the registry is cancelled). Bridal Couple must enter the referrer and referrer's email address at the time of registering. The referrer will receive a \$100.00 gift voucher to spend on any product at [www.wrappedinweddings.com.au](http://www.wrappedinweddings.com.au). Voucher will be emailed to referrer when registry closes (one week after the date of the couple's wedding). Offer not available in conjunction with any other offer. Voucher valid for 12 months.

2. Wrapped In Weddings \$100 gift voucher offer. For all bridal couples who sign up a registry and the wedding date is before November 2011 will receive a RRP\$100 gift voucher. Voucher is to be redeemed on products from the Wrapped in Weddings website [www.wrappedinweddings.com.au](http://www.wrappedinweddings.com.au). Offer excludes experiences, contributions and honeymoon products. Voucher valid for 6 months from date of issue. Offer not redeemable for cash. Voucher only redeemable after bridal registry has been closed off and finalised. Voucher non transferrable.

### **Barossa Valley Pavilions - Terms and Conditions**

Wrapped in Weddings will issue a voucher which can be redeemed by you to use at the Barossa Valley Pavilions for a two (2) night weekend stay. It is your responsibility to make book your accommodation through Barossa Valley Pavilions. Wrapped in Weddings take no responsibility for accommodation availability.

Cancellation 30 to 14 days before arrival forfeit 50% of total booking value.

Cancellations less than 14 days before arrival forfeit 100% of total booking value.

We recommend protection against unforeseen circumstances with travel insurance. If notified more than 14 days before arrival, booking dates may be changed once to an alternative date no later than six months from the original booking.

Tariff increases and/or minimum stay requirements may be applicable.

**PLEASE NOTE TERMS OF USE:**

**Check-in and Check-out Times:** Check-in is from 3:00pm (15:00 hours) Check-out is before 11:00am (11:00 hours)  
Barossa Pavilions operates at a high occupancy hence we can not facilitate early arrival or late departure requests in advance.

**Maximum 2 Adults per Pavilion:** Each pavilion is designed, furnished and approved for 2 adults. Guests attempting to accommodate extra adults or children in their pavilion are forewarned they will be refused entry, forfeiting all monies paid.

**Not Suitable for Children:** Barossa Pavilions is a couples only retreat and therefore is not suitable for children. Features & furnishings of pavilions make the accommodation unsafe for babies.

**Not Suitable for Pets:** Stock and wildlife on the property mean pets are not permitted.

**Non-Smoking Accommodation:** Smoking is not permitted inside pavilions. If smoking outside, please extinguish butts fully and ensure windows/doors nearby are closed. Evidence of smoke inside will incur a cleaning/airing charge of \$300.

**Due Care & Cleanliness:** Although we understand accidents do happen, obvious indiscriminate damage or filth is not acceptable. Evidence of such abuse will result in a \$300 excess cleaning charge along with any applicable replacement or repair costs.

**Download Wrapped in Weddings Terms & Conditions**

To download a copy of our full terms and conditions please click on the pdf file below.

 [WIW Terms & Conditions July 2010.pdf](#)