

# Send to

the freshest flowers, just for you

# Christmas 2016



## UK & Australia

Deliveries, see page 2  
for details

It's so easy to order!  
by phone **1800 736 386**  
or visit **send-to.com.au**

### SEND TO

UK Deliveries pages 2 - 9 & 12 - 19

**UK Free Chocolates on Selected  
Luxury Sized Bouquets** - details page 5

Australian Deliveries pages 9, 10 & 11

# Send your warmest greetings to friends and family...

...with our special seasonal bouquets.

Christmas will soon be here and I'm sure you'll have many other occasions to celebrate over the coming weeks. Not just birthdays and anniversaries that fall within the festive season but times when you'll want to say 'Thank you'...or 'Thinking of you'...and of course, 'Merry Christmas'.

And how better to send your special message to friends or family than with a beautiful gift bouquet from Send To? Especially when we have such a wide range for you to choose from - something for every taste and occasion.

Everyone appreciates fresh flowers in their home, whatever the time of year. At Christmas especially, they can help to decorate any home, giving it that extra festive air. This year you too can decorate your homes with delightful bouquets and spoil yourself.

Call us today - we are waiting for your call!

*The Send To Team*



## Christmas Roses ▶

**Luxury:** (pictured right)  
10 red roses, 6 white roses, 5 red hypericum and 5 leucadendrons.

**\$85**  
Code: **26CRO**

**Standard:** 6 red roses, 5 white roses, 3 red hypericum and 3 leucadendrons.

**\$75**  
Code: **17CRO**

**FREE  
Chocolates**

Available on all luxury festive bouquets: Christmas Roses, Celebration & Festive Red



**2** 7-21 DECEMBER  
OFFICE HOURS

WA: 7am - 6pm Mon - Fri, 8am - 1pm Sat  
NSW & VIC: 10am - 9pm Mon - Fri, 11am - 4pm Sat  
ACT & TAS: 10am - 9pm Mon - Fri, 11am - 4pm Sat

QLD: 9am - 8pm Mon - Fri, 10am - 3pm Sat  
SA & NT: 8.30am - 7.30pm Mon - Fri, 9.30am - 2.30pm Sat



UK & AUSTRALIA  
FREE DELIVERY



Make your flowers extra special  
with these gifts available on  
1-2 Day UK FREE Delivery

## Chocolates

The finest Belgian  
chocolate, indecently  
delectable.



Only \$5  
9 pieces  
Code:  
**SMCHOC**



Only \$20  
210g Code:  
**LXCHOC**

## Bear

This beautiful soft  
Bramble bear will  
give your recipient  
the hug you can't.



Only \$15  
18cm height  
Code: **BEAR**

## Wines

To send your flowers or plant with wine  
we have upgraded to courier delivery  
so the price includes courier & wine.

*The pictures  
shown is an  
interpretation  
of the wine not  
necessarily the  
wine delivered.*



Only \$42  
Code:  
**PWINE**



Only \$37  
Code:  
**WWINE**



Only \$37  
Code:  
**RWINE**



## Cherry Brandy

1-2 Day UK FREE Delivery



This was the favourite selling festive bouquet last year  
and delighted thousands of recipients.

**Content:** 6 orange roses, 5 red carnations, 3 red hypericum, 2 red lilies and seasonal greenery.

**\$72** Code: **16CBY** UK Delivery

**\$75** Code: **16ACB** Australian Delivery

'tis the season...

CHRISTMAS with SendTo couldn't be easier or more convenient, Christmas deliveries are made from 19 December.



Merry



Celebration



Hugs & Kisses

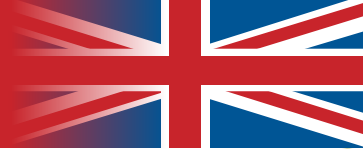


Enchantment



Christmas Roses now also available in Australia. See Pages 10 & 11 for details

UK FREE DELIVERY



## Merry

5 red carnations, 3 red chrysanthemums, 3 red lilies, 3 hypericum and 3 leucadendrons.

**\$72** Code: **14MER**

1-2 Day UK Delivery

## Celebration

**Standard:** 9 white freesias, 5 red roses, 4 red carnations, 3 green hypericum and 3 cinnamon bundles.

**\$70** Code: **18CBL**

**Luxury:** 12 white freesias, 7 red roses, 8 red carnations, 5 green hypericum and 5 cinnamon bundles. **FREE CHOCOLATES**

**\$85** Code: **27CBL** (As Pictured)

1-2 Day UK Delivery

## Hugs & Kisses

12 red roses and 12 white freesias

**\$75** Code: **24HAK**

1-2 Day UK Delivery

## Enchantment

3 orange variegated carnations, 3 red spray carnations, 3 red roses, 3 peachy alstroemerias, 3 red freesias and 3 eryngium.

**\$65** Code: **21ENT**

1-2 Day UK Delivery



## Festive Red

1-2 Day UK FREE Delivery



**LUXURY:** 16 red carnations, 6 red spray carnations, 4 ruscus, 3 gold bear grass and 2 gold eucalyptus.

**FREE CHOCOLATES.**

**\$80** Code: **22FER**

**STANDARD:** 12 red carnations, 5 red spray carnations, 3 ruscus, 3 gold bear grass and 1 gold eucalyptus.

As Pictured

**\$70** Code: **17FER**

**FREE Chocolates**

Available on all luxury festive bouquets: Christmas Roses, Celebration & Festive Red

# Your Occasions

All bouquets on these pages are delivered via 1-2 Day delivery; the delivery will be on the day or the day before of your choice. If the arrival date is important, upgrade to a named day delivery via courier for an extra \$12. All Christmas flowers available from now until 09/01/2016. Last orders must be received by 20 December for Christmas deliveries.

## Royale



## Autumn Delight



### Special Occasions

Birthdays, Anniversaries,  
Thinking of You...



## Raspberry



## Roses & Freesias



### Send Gifts With Your Flowers

Only available on 1-2 Day UK Deliveries See Page 3 For Details



Make your flowers extra special with these gifts available on 1-2 Day UK FREE Delivery

UK FREE  
DELIVERY



## Royale

12 freesias, 8 carnations, 7 roses and 5 hypericum berries in mixed colours.

**\$85** Code: **27ROY**

## Autumn Delight

10 orange roses, 10 yellow freesias & 3 red hypericum berries.

**\$70** Code: **23ADT**

## Raspberry

6 pink carnations, 4 pink roses, 3 white spray carnations, 3 white chrysanthemums, 3 cerise spray roses, 2 white oriental lilies, 2 gypsophila and greenery.

**\$85** Code: **23RAS**

## Roses & Freesias

11 roses, 11 freesias in mixed colours and greenery.

**\$69** Code: **22RAF**



Order NOW for  
Christmas

## Blooms of Peru

1-2 Day UK FREE Delivery

**Pink:** (pictured above)  
8 pink roses, 7 white  
alstroemerias, 4 eucalyptus  
and 4 gypsophila

**\$72** Code: **18PBP**

**Yellow:** (pictured right above)

**\$72** Code: **18YBP**

**Red:** (pictured right)

**\$72** Code: **18RBP**



Available All Year

Please let your friends and family overseas know that they can order flowers from us, from ANYWHERE in the world for delivery in Australia!

Thank You



Orchids



Yellow



Carnations



Roses & Lilies



Australia



## Thank You

8 standard carnations, 4 spray carnations,  
4 chrysanthemums and 4 gypsophila

**\$69** Code: **20PTY** Pink

**\$69** Code: **20YTY** Yellow  
1-2 Day UK Delivery

**\$69** Code: **18PTY** Pink

**\$69** Code: **18YTY** Yellow  
Australian Delivery

## Orchids

10 purple dendrobium orchids

**\$72** Code: **10DOR** UK Delivery

**\$68** Code: **10ARC** Australian Delivery

## Carnations

12 standard carnations, 12 spray carnations  
and 3 ruscus.

**\$70** Code: **24CAS** UK Delivery

**\$74** Code: **24CBB** Australian Delivery

## Roses & Lilies

10 roses, 4 oriental lilies in pink and cream  
colours with greenery.

**\$79** Code: **14RAL** UK Delivery

6 roses, 4 lilies & gyp. As pictured in small.

**\$69** Code: **9RAL** Australian Delivery



## Roses

**24 mixed coloured roses**

1-2 Day UK FREE Delivery

**\$72** Code: **24MRS**

**24 mixed coloured roses**

Australian FREE Delivery

**\$79** Code: **24AMR**



Whether it's birthday, anniversary or Christmas wishes we've chosen these bouquets for their value and longevity. All deliveries 1 - 3 Day Australian FREE Delivery

Christmas Roses



Daylight



Pink

Carnations



Red Roses



## Christmas Roses

Ever so popular for UK Delivery so we thought you may enjoy treating someone here in Australia....even yourself!! Red and white roses, hypericum berries & leucadendron.

**\$69** Code: **17ACR** 17 Stems

**\$85** Code: **26ACR** 26 Stems

## Daylight

10 stems of carnations, roses, chrysanthemums and solidago.

**\$65** Code: **10DAY** Yellow

**\$65** Code: **10DAP** Pink

## Simply Carnations

One of your favourites for not only the display of colours but also the guaranteed 14 days freshness.

**\$59** Code: **12SSC** 12 Stems

**\$69** Code: **18SSC** 18 Stems

## Red Roses

The perfect gift to wow someone. 12 red roses and gypsophila

**\$69** Code: **12ARR**

AUSTRALIAN  
DELIVERY



## Festive

This striking bouquet of festive colours and seasonal flowers will decorate their homes beautifully: 3 green chrysanthemums, 3 white chrysanthemums, 5 red roses, 3 red hypericum and greenery.

**\$68** Code: **14FES** Australian Delivery

**Order NOW for  
Christmas**

All flowers available from NOW until 09/01/2017 unless otherwise stated. In the unlikely event of availability difficulties, we guarantee to send an alternative gift of at least equal value. Christmas deliveries are from 21 December

# Rose Plants & Gifts

Flowering plants are practically part of the family. You care for them, watch them grow and they bring you great joy. Send one of our best selling indoor house plants for Christmas this year.



**UK**   
**DELIVERY**  
**ONLY**



## Trio of Roses

**\$95**

A beautiful planted basket of three rose plants which is a delight on the eye. Colours may vary from picture depending on supply.

Supplied 50cm tall, 30cm diameter in basket.

All Red Code: **GAROS**

Next Day UK Courier Delivery.



## Rose Gift Basket

**\$99**

This is a delightful gift. Choose your colour rose plant and choose your choice of red or white wine and the gift will be presented in the basket with a box of Belgium chocolates.

 Red Rose Code:: **RROS**  Pink Rose Code:: **PROS**

 Yellow Rose Code:: **YROS**

 Red Wine Code:: **RWINE**  White Wine Code:: **WWINE**

Example: Red rose with red wine: **RROS-RWINE**

Next Day UK Courier Delivery.



## Potted Rose

**\$62**

Who wouldn't be delighted to receive this exquisite rose plant. Don't forget these roses can be planted in the garden after flowering indoors. Supplied 36cm tall in an outer decorative container.

 Red Code: **RROS**  Yellow Code: **YROS**

 Pink Code: **PROS**  Orange Code: **OROS**



# Festive Plants

Looking for an impressive yet affordable gift this Christmas? Who wouldn't be delighted to receive one of these exquisite plants? All FREE UK Delivery.

## Anthurium

\$65

Code: **PANTH**



## Hydrangea

\$58 Code: **PHYD**



**FESTIVE  
PLANTS**

Available for December  
UK Delivery ONLY

## Christmas Cactus

\$60

Code: **PCAXS**



## Poinsettia

\$59

Code: **PPOIN**



# Christmas Hampers

## Australian Bubbly and Cake

75cl Wolf Blass Red Label Chardonnay  
Pinot Noir, Un-boxed Greetings from  
Aus Cake 1000g, KRAFT TRAY.

**\$133** Code: **OA21U**  
UK Delivery

**\$227** Code: **OA21E**  
EU Delivery



## Tinsel Time

## Australian Greetings Cake

Iced & Decorated Greetings from Australia Cake 1000g, GIFT BOX.

**\$80** Code: **OA29U**  
UK Delivery

**\$143**  
Code: **OA29E**  
EU Delivery



## Winter Wonders

14 7-21 DECEMBER  
OFFICE HOURS

WA: 7am - 6pm Mon - Fri, 8am - 1pm Sat  
NSW & VIC: 10am - 9pm Mon - Fri, 11am - 4pm Sat  
ACT & TAS: 10am - 9pm Mon - Fri, 11am - 4pm Sat

QLD: 9am - 8pm Mon - Fri, 10am - 3pm Sat  
SA & NT: 8.30am - 7.30pm Mon - Fri, 9.30am - 2.30pm Sat

## Tinsel Time

Walkers Pure Butter Shortbread Festive Shapes 60g, Walkers Highland Oatcakes 75g, MiniNibs Cheddar & Cheeky Onion Cheese Straws 65g, Original Cake Co Cherry & Almond Topped Cake 400g, Grandma Wilds 4 Lux Mince Pies with Brandy, Gold Crown Rich & Fruity Christmas Pudding 113g, Patchwork Chicken Liver Pate with Orange and Garlic 90g, Hamlet Gold Box Assorted Chocolates 125g, Gourmet Chocolate Pizza Company Christmas Slice 50g, Coco Pzazz Vanilla Salted Caramel Chocolate Drops 25g, FESTIVE GIFT BOX.

**\$136** Code: **CC11U** UK Delivery

**\$224** Code: **CC11E** EU Delivery

## Winter Wonders

75cl Lindemans South African Merlot Cab Sauv 15, Buiteman Sundried Tomato Crumbles 75g, Border Fully Coated Plain Choc Gingers 175g, Gold Crown Rich Fruit Christmas Pudding 454g, Grandma Wilds 4 Lux Mince Pies with Brandy, Duerrs Traditional Cranberry Sauce 200g, Excelcium Assorted Pralines in a Gold Box 180g, LINED BAMBOO BASKET

**\$148** Code: **CC12U** UK Delivery

**\$269** Code: **CC12E** EU Delivery

## Bearing Gifts

Rendles Caramel Shortcake 90g, Walkers Shortbread Thistle Rounds 100g, Cartwright & Butler Cheddar Cheese Crumbles 75g, Yorkshire Crisps Lightly Sea Salted 50g, Grandma Wilds Chocolate Chip Crunch Cookies 200g, Original Cake Co Iced Christmas Cake 400g, Cambrook Brilliantly Sesame Peanuts 80g, Grandma Wilds 4 Lux Mince Pies with Brandy, Thursday Cottage Raspberry Jam 112g, Edinburgh Breakfast Coffee 56g, New English Teas English Breakfast Teabags (10), Excelcium Assorted Pralines in a Gold Box 180g, Gold Foiled Milk Chocolate Coins 75g, FESTIVE CARTON

**\$115** Code: **CC19U** UK Delivery

**\$200** Code: **CC19E** EU Delivery

## Bearing Gifts

Order NOW for  
Christmas



(Codes ending in U are for United Kingdom deliveries and Codes ending in E are for European Deliveries include: Andorra, Austria, Belgium, Bulgaria, Channel Islands, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Southern Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden.)



visit us at [www.send-to.com.au](http://www.send-to.com.au) or call 1800 736 386 15

# Australian Themed Hampers

**Six Bottles Australian Wine:** 75cl Wolf Blass Red Label Chardonnay Pinot Noir, 75cl Rosemount Founders Selection Shiraz 15, 75cl Lindemans Winemakers Release Shiraz Cab Sauv 15, 75cl Auction House Cabernet Sauvignon Merlot 2014, 75cl Rosemount Founders Selection Chard 14, 75cl Auction House Sauvignon Blanc 2014, PRESENTATION BOX.

**\$201** Code: **OA30U**  
UK Delivery

**\$381** Code: **OA30E**  
EU Delivery



**Three Bottles Australian Wine:**  
75cl Rosemount Founders Selection Shiraz 15, 75cl Auction House Cabernet Sauvignon Merlot 2014, 75cl Lindemans Winemakers Release Chardonnay 14, PRESENTATION BOX.

**\$118** Code: **WB12U**  
UK Delivery

**\$243** Code: **WB12E**  
EU Delivery



**Two Bottles Australian Wine:**  
75cl Lindemans Winemakers Release Shiraz Cab Sauv 15, 75cl Lindemans Winemakers Release Chardonnay 14, PRESENTATION BOX.

**\$91** Code: **OA17U**  
UK Delivery

**\$191** Code: **OA17E**  
EU Delivery



**Two Bottles Australian White Wine:** 75cl Rosemount Founders Selection Chard 14, 75cl Auction House Sauvignon Blanc 2014, PRESENTATION BOX.

**\$91** Code: **OA32U**  
UK Delivery

**\$191** Code: **OA32E**  
EU Delivery



**Two Bottles Australian Red Wine:** 75cl Rosemount Founders Selection Shiraz 15, 75cl Lindemans Winemakers Release Shiraz Cab Sauv 15, PRESENTATION BOX.

**\$91** Code: **OA33U**  
UK Delivery

**\$191** Code: **OA33E**  
EU Delivery

## Swagman

75cl Auction House Cabernet Sauvignon Merlot 2014, Byron Bay Triple Choc Fudge Cookies 150g, AUS Arnotts Tim Tam Choc Biscuits 200g, Cambrook Caramelised Macadamias 70g, Beerenberg Caramelised Onion Chutney 280g, Beerenberg Garlic Sauce 300ml, Beerenberg Barbeque Sauce 300ml, Nestle Violet Crumble 50g, OPEN DISPLAY BOX.

**\$142** Code: **OA27U** UK Delivery

**\$235** Code: **OA27E** EU Delivery



## Bush Tucker

Bundaberg Blood Orange Flavoured Sparkling Drink 375ml, Bundaberg Peach flavoured Sparkling Drink 375ml, Bundaberg Lemon Lime & Bitters 375ml, Bundaberg Ginger Beer 375ml, Byron Bay Triple Choc Fudge Cookies 150g, Shortbread House Anzac Biscuits 55g, Cambrook Caramelised Macadamias 70g, AUS Vegemite 220g, Beerenberg Caramelised Onion Chutney 280g, Nestle Violet Crumble 50g, LARGE HONEY COLOURED BAMBOO TRAY.

**\$162** Code: **OA16U** UK Delivery

**\$266** Code: **OA16E** EU Delivery

Hampers & Wines: Please allow 1-2 days for delivery to the UK and 7 to 10 days for Europe.

All Christmas orders to be received by 19 December.

Christmas deliveries will commence from 7 December onwards.

# Traditional Hampers

## Larder Loader

Rendles Caramel Shortcake 90g, Walkers Shortbread Thistle Rounds 100g, Rendles Raspberry Flapjack 100g, Rendles Blueberry & Apple Cake 300g, Epicure Mandarin Orange Segments in Light Syrup 312g, Epicure Fruit Cocktail in Syrup 415g, Epicure Petits Pois & Baby Carrots 400g, Duerrs Strawberry Jam 340g, Duerrs Traditional Fine Cut Marmalade 454g, Scarlett & Mustard Ploughmans Pickle 125g, Ye Olde Oak Cooked Ham 200g, Ye Olde Oak Chicken Roll 300g, Stephan Pork Pate Country Style w Morels 130g, Baxters Italian Tomato Soup w Basil 400g, New English Teas English Afternoon Teabags (10), Hamlet Gold Box Assorted Chocolates 125g, New Berry Fruits 100g, GIFT CARTON.

**\$124** Code: **LL16U**

UK Delivery

**\$238** Code: **LL16E**

EU Delivery



## Sweet Tooth

Walkers Shortbread Thistle Rounds 100g, Yorkshire Strawberry & Cherry Toffee Popcorn 90g, Original Cake Co Cherry & Almond Topped Cake 400g, Excelcium Assorted Chocolates in Gold Box 200g, New Berry Fruits 100g, Monty Bojangles Scrumple Nutty Curious Truffles 100g, PRESENTATION TRAY.

**\$97**

Code: **LL19U**

UK Delivery

**\$194**

Code: **LL19E**

EU Delivery



## Wine, Cheese & Paté

75cl Rosemount Founders Selection Shiraz 15, Walkers Scottish Biscuits for Cheese 250g, Wensleydale with Mango & Orange 150g, Snowdonia Cheese Co Black Bomber 200g, Patchwork Chicken Liver Pate with Orange and Garlic 90g, Patchwork Chicken Liver Pate with Spiced Chilli 90g, POSTAL CARTON, LINED BAMBOO BASKET.

**\$133**

Code: **AY12U**

UK Delivery

**\$227**

Code: **AY12E**

EU Delivery



(Codes ending in U are for United Kingdom deliveries and Codes ending in E are for European Deliveries include: Andorra, Austria, Belgium, Bulgaria, Channel Islands, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Southern Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden.)



**Post to: PO Box 2029, Malaga WA 6944  
Or Call 1800 736 386**

# 5 Easy Ways To Order

☎ Phone 1800 736 386 with your credit card handy. Lines open WA: 8am - 4.30pm Mon - Fri and 9am - 12pm Sat

**Please note:** Office times are Australian Western Standard time and you will need to allow for daylight savings time differences in your state. **See page 2 for full details of Christmas opening times.**

✉ Post a completed order form to PO Box 2029, Malaga WA 6944

📄 Order securely online at [www.send-to.com.au](http://www.send-to.com.au)

📠 Fax your completed order form to (08) 9314 2822

Flowers & Plants Delivered in UK By 1-2 Day Delivery: Delivery is FREE to any UK address. To ensure your flowers or plants arrive in time we despatch to arrive on or before the day requested.

**For Christmas deliveries we require your order no later than 19 December and deliveries are made from 21 December**

Next Day UK Delivery By Courier: All UK 1-2 Day Deliveries can be upgraded to courier to arrive on the day you require for an extra \$12. Deliveries are made Tuesday to Friday and orders received the day before by 4pm Western Standard Time can be delivered the next day. Delivery is available to most UK mainland addresses (excluding Highlands and Islands).

## Add an special gift to go with your flowers



### UK Deliveries

Add a cute Bramble bear (18cm height) for just \$15 extra Simply add "BEAR" in the coupon area "Add".

Add small chocolates: 9 pieces, 50g for just \$5 extra. Simply add "SMCHOC" in the coupon area "Add"



Add large chocolates: 16 pieces 210g for just \$20 extra Simply add "LXCHOC" in the coupon area "Add"

Add White Wine: includes the courier charge for just \$37 extra. Simply add "WWINE" in the coupon area "Add"

Add Red Wine: includes the courier charge for just \$37 extra. Simply add "RWINE" in the coupon area "Add"

Add Sparkling Wine: includes the courier charge for just \$42 extra. Simply add "PWINE" in the coupon area "Add"



*We carefully select quality blends but wines delivered may vary due to availability.*

### Australian Deliveries

Add our cute bear (15cm height) for just \$10 extra Simply add "AUSBEAR" in the coupon area "Add"

Add baby bear pink rattle for just \$10 extra. Simply add "BBP" in the coupon area "Add"

Add baby bear blue rattle for just \$10 extra. Simply add "BBB" in the coupon area "Add"



**Please note, all extras gifts can only be ordered along with flower bouquets and not with hampers.**

XMAS 2016

My name (Mr/Mrs/Ms) \_\_\_\_\_

Address \_\_\_\_\_

Post Code: \_\_\_\_\_

Daytime Ph: \_\_\_\_\_

Please note we do have exclusive online bouquets we like to email from time to time

Email:  Please send me a personalised order form

Please send a brochure to my friend/s

1st Name:.....

1st Address:.....

2nd Name: .....

2nd Address: .....

and remember, when your friend places their first order you'll receive a \$7 voucher

1	Please send to	Code:	Add Bear or Chocolates	Total Price
Name: _____				
Address: _____				
Phone: _____				
Message (approx 25 words): _____				
Please deliver by:    _ _ _ _				
2	Please send to	Code:	Add Bear or Chocolates	Total Price
Name: _____				
Address: _____				
Phone: _____				
Message (approx 15 words): _____				
Please deliver by:    _ _ _ _				

I enclose a CHEQUE / MONEY ORDER made payable to **Send To**

Please charge my MASTERCARD / VISA / AMEX

Card No .....

Signature ..... Exp Date.....

TOTAL  
PAYMENT  
\$

Terms and Conditions: 1. Please return whole order form, recipient does not receive sender details so please include names in your message. 2. Please attach additional orders on a separate sheet. 3. All bouquets and plants are available until 9 January 2017 unless otherwise specified. 4. All hampers are available until 30 August 2017. 5. In the unlikely event of any supply issues we reserve the right to substitute your gift of equal (or greater) value, similar colour and style. 6. If your gift does not arrive we need to hear from you within 14 days to honour our guarantee of replacement or refund.