

## Customer Service

Your satisfaction is our top priority, and we hope you feel totally confident purchasing products from our Shoppes. Our Vendors are responsible for efficiently fulfilling orders work closely with Gourmet-Basket to assure your satisfaction. Feel free to contact Vendors directly if you have any questions before, or complaints after, you place an order.

### **If you are not totally satisfied:**

If merchandise is damaged in shipping, please contact the shipping company to make a claim within 48 hours of receipt.

If you are not completely satisfied with your purchase because the product did not arrive, arrived defective or does not meet your expectations, you must initiate a [refund or exchange form](#) within 10 days of the original purchase date. We will gladly replace the item(s), exchange it for anything on our site of equal or lesser value, or send you a full refund minus shipping.

We will only issue a refund to the credit card used at the time of checkout.

The following exceptions apply:

1. Delay, damage or spoilage of shipment is the result of an incorrect address or information provided by the customer.
2. Shipment is delivered correctly but lost, stolen, or mishandled after delivery.
3. Proper arrangements were not made to receive the shipment.

If you are not satisfied with the Vendor's resolution, email us at [orders@Gourmet-Basket.com](mailto:orders@Gourmet-Basket.com) and we will work to swiftly resolve your problem