



Master Policies & Procedures

This document outlines the official policies, procedures, and service standards governing all offerings of The Olive Branch Luxury. All clients engaging services agree to the terms contained herein.

Customization & Service Guide

All Olive Branch gifts are custom curated experiences. Investment begins at \$365, with most bespoke experiences ranging from \$365–\$750+ depending on product selection, personalization, and sourcing requirements.

Final pricing is determined after consultation and confirmed prior to fulfillment.

Customization begins once approval and payment are received. No sourcing or fulfillment begins prior to written confirmation and payment authorization.

Accessibility Statement

The Olive Branch Luxury is committed to ensuring digital accessibility for all users. We continually improve the user experience and apply relevant accessibility standards.

If you experience difficulty accessing any portion of our website or services, please contact us directly so we may provide assistance.

Product & Allergy Disclaimer

Gift contents may include food, fragrance, or specialty products. Clients are responsible for informing us of any allergies or sensitivities prior to final approval.

The Olive Branch Luxury is not liable for allergic reactions or sensitivities to included products.

Payment Authorization Policy

By approving a curated design and submitting payment, the client authorizes The Olive Branch Luxury to charge the payment method on file for the agreed-upon investment amount.

For bespoke sourcing, clients authorize purchases on their behalf up to the confirmed budget. Any significant variances will be communicated prior to purchase.

Privacy Policy

Client information is collected solely for the purpose of order fulfillment, communication, and service enhancement.

We do not sell, rent, or distribute client information to third parties except as required for payment processing or shipping fulfillment.

Refund, Cancellation & Return Policy

Due to the custom nature of our services, all sales are final once sourcing or customization begins.

Cancellations requested prior to sourcing may be eligible for partial refund at the discretion of The Olive Branch Luxury.

Custom, engraved, personalized, or perishable items are non-refundable.

Terms & Conditions

Engagement of services constitutes agreement to all policies outlined in this document.

All gifts are custom by nature. Product availability may vary; substitutions of equal or greater value may occur while maintaining the intended aesthetic and quality standards.

The Olive Branch Luxury reserves the right to decline services that do not align with brand standards.

Bespoke Gifting Authorization

Clients engaging bespoke services acknowledge that item selection, sourcing timelines, and presentation are curated exclusively by The Olive Branch Luxury based on approved direction.

Authorization includes permission to procure goods on the client's behalf within the agreed-upon investment range.

Brand Standards

All curated items must align with The Olive Branch Luxury brand values: refined, elevated, thoughtful, and premium in presentation.

The Olive Branch Luxury maintains discretion over final product selection to preserve brand integrity.

Shipping Policy

Shipping is calculated separately based on order size, destination, and delivery timeline.

White-glove handling and secure packaging are included in all shipments.

Delivery timelines are estimates and not guaranteed once in carrier possession.