

Terms and Conditions

Effective Date: [Today's Date - Insert Date Here]

1. Introduction

Welcome to Baby Blossom Kenya, operated by Blossom Baby Co. Ltd (hereinafter referred to as "we," "our," or "us"). By accessing or using our website, located at www.babyblossom.co.ke you agree to comply with and be bound by these Terms and Conditions.

2. Definitions

- "User" or "You" refers to any person who accesses or uses our Website.
- "Products" refers to the baby skin care products for babies with sensitive skin sold on our Website.

3. Use of the Website

3.1. You must be at least 18 years old to use our Website. By using our Website, you represent and warrant that you are at least 18 years old.

3.2. You agree to provide accurate and complete information when making a purchase on our Website.

4. Purchase of Products

4.1. Product Descriptions: We strive to provide accurate descriptions and images of our Products. However, we do not guarantee that the descriptions and images are error-free or complete.

4.2. Pricing: Prices for our Products are subject to change without notice. We are not responsible for typographical errors regarding pricing or any other content on our Website.

4.3. Payment: We accept payments through M-PESA, or bank cards. You agree to pay all charges incurred while using our Website.

4.4. Delivery: Please review our Delivery Policy for information regarding shipping and delivery.

5. Returns and Refunds

5.1. Please review our Return and Refund Policy for information regarding returns and refunds.

6. Intellectual Property

6.1. All content on our Website, including but not limited to text, images, graphics, logos, and software, is protected by copyright and other intellectual property laws. You may not reproduce, distribute, modify, or create derivative works of our content without our prior written consent.

7. Privacy

7.1. We collect and use personal information as described in our Privacy Policy. By using our Website, you consent to the collection and use of your personal information as described therein.

8. Disclaimers

8.1. Our Products are provided "as is" and without warranties of any kind, whether express or implied.

9. Limitation of Liability

9.1. To the maximum extent permitted by law, we shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues.

10. Indemnification

10.1. You agree to indemnify and hold us harmless from any claims, damages, losses, liabilities, and expenses arising out of or related to your use of our Website or violation of these Terms.

11. Governing Law

11.1. These Terms shall be governed by and construed in accordance with the laws of Kenya. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the Kenyan courts.

12. Contact Information

If you have any questions or concerns about these Terms or our Website, please contact us at:

Blossom Baby Co. Ltd Address: 75964-00200 Nairobi, Kenya Email: info@babyblossom.co.ke or Mobile number 0757066500

13. Changes to Terms

13.1. We reserve the right to modify or update these Terms at any time. Any changes will be effective immediately upon posting on our Website. Your continued use of our Website after any such changes constitutes your acceptance of the updated Terms.

Thank you for visiting www.babyblossom.co.ke. We appreciate your business and trust in our products.

Last Updated: October 6, 2023

Refunds and Returns Policy

Effective Date: October 6, 2023

Welcome to Baby Blossom Kenya, operated by Blossom Baby Co. Ltd. We strive to ensure your satisfaction with our skincare products for children. If you are not entirely satisfied with your purchase, we're here to help. Please read this Refunds and Returns Policy carefully to understand your rights and obligations.

1. Returns Process

1.1. To initiate a return, please follow these steps:

- Contact our Customer Support Team at info@babyblossom.co.ke or call 0757066500 within 24 hours of receiving your order to request a return.
- Provide your order number, the name of the product you wish to return, and the reason for the return.

1.2. Our Customer Support Team will provide you with a Return Authorization (RA) number and instructions on how to proceed.

1.3. Securely package the product you are returning, including all original packaging and any accessories that came with it.

1.4. Ship the product back to the address provided along with the RA number.

2. Conditions for Returns

2.1. We accept returns under the following conditions:

- The return request is made within 24 hours of receiving your order.
- The product is unused, in its original packaging, and in the same condition as when it was received.
- Products must not be damaged or altered in any way.
- For hygiene reasons, skincare products must have the original seal unbroken.

3. Refunds

3.1. Once we receive your returned item and inspect it, we will notify you of the approval or rejection of your refund.

3.2. If your return is approved, a refund will be processed to your original method of payment, or a method of your choice. Please allow up to 10 business days for the refund to appear in your account.

3.3. Refunds will be issued for the product's purchase price, excluding any delivery fees incurred during the initial purchase.

4. Exchanges

4.1. We currently do not offer direct exchanges. If you wish to exchange a product, please follow the returns process (as described in Section 1) for the unwanted item and place a new order for the item you'd like.

5. Customer Support

5.1. If you have any questions or need assistance with your return or refund, please contact our Customer Support Team at info@babyblossom.co.ke. Or WhatsApp 0757066500. We are here to assist you promptly and efficiently.

6. Delivery Costs

6.1. Customers are responsible for the shipping costs associated with returning products unless the return is due to our error or a defective product. In such cases, we will provide a prepaid return label.

7. Cancellation

7.1. If you wish to cancel your order before it has been shipped, please contact our Customer Support Team as soon as possible. Once an order has been shipped, it cannot be canceled, and the standard returns process should be followed.

Thank you for choosing Baby Blossom Kenya. We value your business and aim to provide high-quality skincare products and excellent customer service.

Last Updated: October 6, 2023

Blossom Baby Co. Ltd Address: 75964-00200 NBI, Kenya Email: info@babyblossom.co.ke

Delivery Policy

Effective Date: October 6, 2023

Welcome to Baby Blossom Kenya, operated by Blossom Baby Co. Ltd. We are committed to providing you with a seamless shopping experience for our baby skincare products. This Delivery Policy outlines our Delivery procedures and terms.

1. Delivery Locations

1.1. We currently ship within Kenya, including major cities and regions, Tanzania and Uganda

2. Delivery Methods

2.1. We offer the following options:

- **Standard Shipping:** Your order will be shipped within the same working day if you order before 2pm. Orders made after 2pm will be delivered on the next working day
- We use G4'S, Wells Fargo, Matatu Saccos and Pick-up Mtaani for orders outside Nairobi and in the outskirts of Nairobi. We have also partnered with a reliable motorbike delivery company for deliveries within Nairobi

2.2. Please note that delivery times are estimates and may vary depending on factors such as location, order volume, and external circumstances.

3. Order Processing

3.1. Orders are typically processed and shipped within the same day of receiving your order. Business days are defined as Monday to Saturday, excluding public holidays.

3.2. You will receive a confirmation email/message once your order has been dispatched.

4. Delivery Fees

4.1. Delivery fees are based on the method selected and the destination. Shipping costs will be displayed during the checkout process before you confirm your order.

5. Tracking Orders

5.1. You can track your order by calling or texting 0757066500. If you have any questions about tracking your order, please contact our Customer Support Team at info@babyblossom.co.ke or call 0757066500

6. Delivery

6.1. We partner with reputable courier services to ensure reliable and timely delivery of your orders. However, we cannot guarantee delivery times, as they may be subject to circumstances beyond our control.

6.2. It is important to provide accurate Delivery information during the checkout process. We are not responsible for orders shipped to incorrect or incomplete addresses provided by the customer.

7. Delayed or Lost Shipments

7.1. In the rare event of a delayed or lost shipment, please contact our Customer Support Team at info@babyblossom.co.ke or call 0757066500. We will work diligently to resolve the issue and assist in locating your order.

8. International Shipping

8.1. We currently do not offer international shipping. We only ship within East Africa

9. Returns Due to Shipping Issues

9.1. If your order is damaged during shipping or you receive the wrong item, please refer to our Refunds and Returns Policy for instructions on how to return or exchange the product.

10. Contact Information

10.1. If you have any questions or need assistance with your order or shipping, please contact our Customer Support Team at info@babyblossom.co.ke or call 0757066500. We are here to assist you promptly and efficiently.

Thank you for choosing Baby Blossom Kenya. We are dedicated to providing you with high-quality baby skincare products and a positive shopping experience.

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