

DRIFT & BLOOM

WEBSITE POLICIES

Packages for your soul

Operational website policy document

Version: August 2026

This document should receive a final legal review before publication or commercial use.

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Document Use

These policies are written for the Drift & Bloom website and should be displayed clearly before customers confirm an order. The published version should match the business's actual delivery areas, fees, payment methods and operational practices.

1. Shipping & Delivery Policy

How orders are confirmed, prepared and delivered.

At Drift & Bloom, every package is carefully prepared and delivered with special attention to the condition of the candle, plant, glass bowl, packaging and any live products included in the order.

1. Order Confirmation

An order is considered confirmed after Drift & Bloom has verified:

- Product availability.
- The customer's contact and delivery information.
- The delivery location.
- The total order value and delivery fee.
- The payment method.
- The availability of any selected fish, plant or personalized product.

The estimated preparation and delivery period will be communicated to the customer before the order is finalized.

2. Preparation and Delivery Times

The estimated delivery time depends on whether the selected products are currently available or need to be prepared or sourced specifically for the order.

Ready and In-Stock Packages

Packages containing products that are available and ready may be delivered within 24-48 hours after the order is confirmed.

Made-to-Order or Specially Sourced Packages

Some candles may be available in limited quantities, while certain fish, plants or other products may be sourced after the order is placed.

Packages containing specially sourced fish, plants, personalized products or items that are not currently in stock are usually prepared and delivered within 3-5 business days after the order is confirmed.

In exceptional cases, a product may require additional time because of availability, supplier schedules or the condition of a live product. If this happens, Drift & Bloom will contact the customer and communicate the revised estimated delivery period before proceeding.

3. Business Days

Our standard business days are Saturday to Thursday, excluding official public holidays.

Friday delivery may be available depending on product availability, courier availability and delivery arrangements. Friday delivery is not guaranteed unless it has been confirmed by Drift & Bloom.

4. Delivery Areas

Drift & Bloom currently delivers to:

- Cairo.

- Giza.
- Alexandria, subject to prior confirmation.

Delivery availability may depend on the exact location and whether the package contains a live fish, plant, glass bowl or other item requiring special transportation.

Drift & Bloom may decline, postpone or rearrange a delivery if the transportation conditions could affect the safety of the fish, plant, glass bowl or any other package component.

5. Cairo and Giza Delivery Fees

The standard delivery fee for Cairo and Giza is EGP 100.

This fee applies to locations covered by our standard delivery service.

An additional fee may apply to distant, remote or difficult-to-reach locations. The customer will always be informed of the complete delivery fee before the order is confirmed.

6. Alexandria Delivery

Delivery to Alexandria is available subject to prior confirmation.

The delivery fee and estimated delivery time for Alexandria will be communicated to the customer before the order is confirmed.

Packages containing live products may require special transportation arrangements to ensure that the fish, plant and other products are delivered safely.

7. Delivery Service

Orders are delivered through a courier arranged by Drift & Bloom.

Packages containing live fish are transported directly on the scheduled delivery day and should not remain with the courier longer than reasonably necessary.

The courier may contact the customer or recipient before arrival to confirm the address and ensure that someone is available to receive the package.

8. Delivery Scheduling

Delivery dates and time windows are arranged by Drift & Bloom according to:

- Product availability.
- Order preparation requirements.
- Courier availability.
- Delivery routes.
- Traffic conditions.
- The requirements of any live products included in the package.

Customers cannot select or guarantee an exact delivery date or time.

Drift & Bloom will communicate the expected delivery period before dispatch or delivery.

The customer may provide delivery notes or preferences, such as a preferred contact method or times when the recipient may not be available. Drift & Bloom will consider these requests when possible, but they cannot be guaranteed.

9. Customer and Recipient Information

The customer is responsible for providing accurate and complete information, including:

- Full customer or recipient name.
- A working phone number.
- A correct and complete delivery address.
- Building, floor and apartment details where applicable.
- A clear location pin when requested.
- Any information required to access or locate the delivery address.

Drift & Bloom is not responsible for delays caused by incomplete, incorrect or unclear information provided by the customer.

Additional delivery fees may apply if a second delivery attempt is required because the customer provided incorrect information.

10. Recipient Availability

The customer or recipient should be available to answer the courier and receive the order during the communicated delivery period.

For packages containing a live fish or plant, the recipient should receive and inspect the package as soon as it arrives.

The customer is responsible for ensuring that the recipient is aware that a delivery is expected, particularly when the package is being sent as a gift.

11. Leaving an Order with Building Security

An order may be left with building security only after Drift & Bloom or the courier receives clear approval from the customer or recipient.

The customer must ensure that:

- Building security has agreed to receive the package.
- The package will be stored indoors in a safe location.
- The package will not be placed in direct sunlight.
- The package will not be exposed to excessive heat or cold.
- The package will not be opened or handled unnecessarily.
- Any package containing a live fish or plant will be collected immediately.

When an order is handed to building security according to the customer's instructions, delivery will be considered completed at the time of handover.

Drift & Bloom cannot be held responsible for damage, deterioration or loss caused by delayed collection, unsuitable storage, incorrect handling or opening of the package after it has been accepted by building security.

12. Failed Delivery Attempts

A delivery may be considered unsuccessful if:

- The customer or recipient does not answer the phone.
- The recipient is unavailable at the delivery address.
- The customer provides an incorrect or incomplete address.
- Access to the building or delivery location is not available.
- The recipient refuses to receive a correctly prepared and confirmed order without a valid reason.

The courier will make a reasonable attempt to contact the customer before leaving the delivery location.

If the delivery cannot be completed, the order may be returned to Drift & Bloom.

A new delivery fee may be charged before arranging another delivery attempt.

For packages containing live products, redelivery will only be arranged after Drift & Bloom has checked the condition and availability of the fish, plant and other affected products.

13. Delivery Delays

Delivery may occasionally be delayed because of circumstances outside Drift & Bloom's reasonable control, including:

- Heavy traffic.
- Road closures.
- Severe weather.
- Vehicle problems.
- Courier emergencies.
- Official public holidays.
- Incorrect customer information.
- Delayed customer responses.
- Supplier or product availability.
- Conditions that may affect the safety of a live fish or plant.

If a significant delay occurs, Drift & Bloom will contact the customer and provide an updated estimated delivery period.

If Drift & Bloom is unable to complete the delivery within the revised period, the customer will be offered an appropriate solution, which may include:

- A new delivery date.
- A suitable product alternative.
- Removal and refund of an unavailable item.
- Cancellation and refund of the affected order when it cannot reasonably be fulfilled.

14. Live Product Safety

The safety and wellbeing of live products are an important part of the Drift & Bloom delivery process.

Drift & Bloom may postpone or rearrange delivery if transportation conditions could place a live fish or plant at risk.

Possible reasons may include:

- Extreme heat or cold.
- Unsafe transportation conditions.
- Excessive delivery delays.
- Problems affecting the fish or plant before dispatch.
- The inability to complete a direct and safe delivery.

The customer will be informed if the delivery must be postponed for the safety of a live product.

15. Inspection Upon Delivery

The customer or recipient should inspect the external condition of the package at the time of delivery.

The customer should check for visible issues such as:

- Broken or cracked glass.
- Damaged packaging.
- Leakage.
- Missing items.
- Incorrect products.
- Serious damage to a plant.
- An apparent problem with a live fish.

Any visible issue should be reported to Drift & Bloom as soon as possible.

Customers should keep the product and its original packaging until the issue has been reviewed.

Detailed reporting requirements and available solutions are explained in the relevant policies:

- Live Fish Delivery & Arrival Policy.
- Damaged, Missing or Incorrect Items Policy.
- Returns & Refunds Policy.

16. Delivery Fees and Refunds

Delivery fees are generally non-refundable after a delivery has been successfully completed.

However, if a verified delivery problem was caused by Drift & Bloom or the courier, the customer will not be charged for the replacement delivery.

If the customer requests a second delivery attempt because of an incorrect address, absence or failure to answer the courier, an additional delivery fee may apply.

17. Changes to the Delivery Address

The customer may request a change to the delivery address before the order is dispatched.

Address changes are subject to:

- Delivery availability.
- The new location.
- Courier arrangements.
- The condition of live products.
- Any difference in the delivery fee.

Once the order has been dispatched, Drift & Bloom may not be able to change the delivery address.

If the new address has a higher delivery fee, the customer will be required to pay the difference before delivery is completed.

18. Contact Information

For delivery questions or assistance with an existing order, customers may contact Drift & Bloom through:

WhatsApp	+20 109 782 4111
Phone	01142229915
Email	driftandbloom28@gmail.com
Location	Cairo, Egypt

When contacting us about an existing order, please provide the customer name, phone number, order number and a brief description of the request or issue.

2. Live Fish Delivery & Arrival Policy

Safe transportation, arrival checks and claim procedures.

At Drift & Bloom, the safety and wellbeing of every live fish are treated as an essential part of the order and delivery process.

1. Delivery Availability

Packages containing live fish are currently available for delivery to selected locations in Cairo, Giza and, subject to prior confirmation, Alexandria.

Drift & Bloom may decline, postpone or rearrange a live-fish delivery if the distance, weather, transportation conditions or expected delivery time could place the fish at risk.

2. Fish Selection and Availability

Some fish may be sourced after an order is placed.

Fish availability is not guaranteed until the order has been reviewed and confirmed by Drift & Bloom.

If the selected fish becomes unavailable before dispatch, the customer will be contacted and offered:

- A similar available fish.
- A different fish selected by the customer.
- Additional waiting time.
- Removal and refund of the fish's value.
- Cancellation of the affected order if no suitable alternative is accepted.

No materially different fish will be substituted without the customer's approval.

3. Transportation

Live fish are prepared in suitable transportation packaging and delivered through a courier arranged by Drift & Bloom.

The fish should remain inside its transportation packaging until the recipient is ready to follow the receiving and acclimation instructions included with the package.

The transportation container is intended only for temporary delivery and is not intended to be the fish's permanent home.

4. Recipient Availability

The customer or recipient must be available to receive the package during the communicated delivery period.

A live-fish package may be handed to building security only after clear approval from the customer or recipient.

If the package is left with building security, the customer must ensure that:

- It is kept indoors.
- It is protected from direct sunlight.
- It is not exposed to excessive heat or cold.

- It is not shaken, opened or handled unnecessarily.
- It is collected immediately.

Delivery will be considered completed when the package is handed over according to the customer's instructions.

5. Inspection on Arrival

The recipient should inspect the fish immediately after receiving the package.

If the fish does not arrive alive or appears to have a serious health problem at the time of arrival, the customer should contact Drift & Bloom within two hours of delivery.

Reporting the issue quickly helps Drift & Bloom determine whether the problem occurred before or during delivery. This reporting period does not remove any rights available to the customer under applicable law.

6. Information Required for an Arrival Claim

The customer should provide:

- The order number.
- The customer's name and phone number.
- The exact delivery and opening time.
- Clear photographs of the fish.
- Clear photographs of the transportation packaging.
- A short video showing the fish's condition.
- An opening video, when available.
- A brief explanation of the issue.

An opening video is strongly recommended but will not be the only factor used to assess a genuine complaint.

The fish and transportation packaging should not be discarded until Drift & Bloom has reviewed the case.

7. Available Solutions

After reviewing and verifying the issue, Drift & Bloom may offer:

- Replacement of the fish, subject to availability.
- Refund of the fish's value.
- Selection of a different available fish.
- Store credit, only with the customer's approval.
- Replacement or refund of any other package component that was also affected.

A verified problem affecting only the fish does not automatically require a refund of the candle, plant, bowl or other correctly delivered items.

8. Natural Fish Variations

Fish are living creatures and may naturally vary in:

- Colour.
- Pattern.
- Size.
- Fin shape.
- Movement.

- Behaviour.

Website photographs represent the general appearance of the fish or collection.

Minor natural differences are not considered defects unless the customer selected and confirmed a specific individual fish.

9. After Successful Delivery

Each live-fish package includes basic receiving and care instructions.

After successful delivery, the customer is responsible for providing suitable:

- Water conditions.
- Temperature.
- Feeding.
- Handling.
- Acclimation.
- Tank or bowl maintenance.
- Protection from harmful substances and unsuitable environments.

The arrival policy may not cover problems caused after delivery by unsuitable water, incorrect acclimation, overfeeding, temperature changes, harmful cleaning products, physical injury or failure to follow the provided instructions.

Each case will still be reviewed fairly using the available information.

10. Returning a Live Fish

A live fish must not be returned through a standard courier or transported back to Drift & Bloom without prior instructions.

If a return or collection is necessary, Drift & Bloom will explain the safest available procedure.

11. Contact Information

Arrival issues should be reported through:

WhatsApp	+20 109 782 4111
Phone	01142229915
Email	driftandbloom28@gmail.com
Location	Cairo, Egypt

3. Damaged, Missing or Incorrect Items Policy

How delivery-related product issues are reported and resolved.

Every Drift & Bloom package is inspected before dispatch. If an item arrives damaged, missing or different from the confirmed order, Drift & Bloom will review the issue and provide an appropriate solution.

1. Issues Covered by This Policy

This policy applies when:

- A glass bowl arrives broken or cracked.
- A candle arrives damaged.
- A plant arrives with serious transportation damage.
- An item is missing from the package.
- The customer receives the wrong product.
- The received package does not match the confirmed order.
- Packaging damage has affected the products inside.
- Leakage or another delivery issue has damaged the package.

Live-fish arrival issues are handled under the Live Fish Delivery & Arrival Policy.

2. Reporting an Issue

Visible delivery damage, missing items or incorrect products should preferably be reported within 24 hours of delivery.

Reporting the issue promptly helps Drift & Bloom investigate whether the damage occurred during preparation or transportation. This reporting period does not remove the customer's legal rights regarding defective or incorrectly supplied products.

3. Required Information

The customer should provide:

- The order number.
- Customer name and phone number.
- A description of the issue.
- Clear photographs of the affected item.
- Photographs of the external and internal packaging.
- A photograph of the delivery label, when available.
- A package-opening video, when available.

The customer should keep the product, its packaging and all included items until the case has been reviewed.

4. Broken Glass

If the bowl or another glass item arrives broken or cracked:

- Do not use it.
- Do not place the fish inside it.

- Keep broken glass away from children and pets.
- Avoid handling sharp pieces unnecessarily.
- Send clear photographs to Drift & Bloom.

Drift & Bloom will provide instructions regarding replacement or safe disposal.

5. Plants

Minor natural differences, small marks or limited leaf movement during transportation are not automatically considered serious damage.

A plant may be considered significantly damaged when it arrives:

- Broken beyond reasonable recovery.
- Severely crushed.
- Uprooted in a way that affects its survival.
- With major transportation damage not shown or approved before purchase.

Each case will be assessed using photographs and the condition of the complete package.

6. Available Solutions

Depending on the verified issue, Drift & Bloom may provide:

- Replacement of the affected item.
- Delivery of a missing item.
- Correction of an incorrect item.
- Partial refund for the affected item.
- Replacement of the complete package when the whole package is affected.
- Full refund when the order cannot reasonably be corrected or replaced.

The solution will reflect the part of the order that was actually affected.

7. Replacement Delivery Fees

The customer will not be charged a new delivery fee when the verified problem was caused by Drift & Bloom or by the delivery process arranged by Drift & Bloom.

8. Incorrect Customer Selection

This policy does not apply when the correct product was delivered but the customer accidentally selected the wrong product during ordering.

In that situation, the request will be reviewed according to the Returns & Refunds Policy and the nature of the product.

9. Contact Information

WhatsApp	+20 109 782 4111
Phone	01142229915
Email	driftandbloom28@gmail.com
Location	Cairo, Egypt

4. Cancellation & Order Changes Policy

When and how confirmed orders can be changed or cancelled.

Customers may request to cancel or change an order, but availability will depend on the order's preparation stage and the nature of the included products.

1. Before Preparation Begins

An order may normally be cancelled or modified while it is still confirmed and preparation or product sourcing has not started.

Approved cancellations made at this stage will receive a refund of any amount already paid.

2. After Preparation or Sourcing Begins

Cancellation or major changes may be restricted after Drift & Bloom has started:

- Sourcing a selected fish.
- Sourcing a selected plant.
- Preparing a personalized package.
- Printing a personalized message.
- Preparing or reserving a candle.
- Purchasing products specifically for the order.
- Assembling the complete package.

Personalized, specially sourced, live or quickly perishable products may not be eligible for change-of-mind cancellation after preparation has started, to the extent permitted by applicable law.

This does not affect the customer's rights if an item is defective, damaged, unavailable or different from the confirmed order.

3. Product Changes

Requested product changes are subject to availability.

If the replacement product costs more, the customer must pay the difference before the change is confirmed.

If the replacement product costs less, the difference will be deducted from the outstanding balance or refunded when applicable.

A requested change is not confirmed until Drift & Bloom approves it.

4. Personalized Messages

The customer is responsible for reviewing the spelling, names and wording of personalized messages before confirming the order.

Corrections may be accepted before printing or preparation begins.

Once a personalized card or item has been produced, changes may require an additional fee or may no longer be possible.

5. Delivery Address Changes

The delivery address may be changed before dispatch, subject to:

- Coverage of the new location.
- Courier availability.
- Safe transportation of live products.
- Any difference in the delivery fee.

Address changes may not be possible after dispatch.

6. Delivery Date Requests

The customer may provide delivery preferences, but exact dates and times are not guaranteed.

Confirmed delivery arrangements may be changed only when operationally possible and when the change will not place live products at risk.

7. Cancellation After Dispatch

An order normally cannot be cancelled after it has been dispatched.

If the customer refuses a correctly prepared and confirmed order without a valid reason, any further action will be reviewed according to the nature of the products and applicable law.

Additional delivery costs may apply where legally permitted.

8. Cancellation by Drift & Bloom

Drift & Bloom may cancel an order if:

- A selected live product is unavailable or unsuitable for delivery.
- Safe delivery cannot be arranged.
- The customer's location is outside the available delivery area.
- The customer does not provide the information required to complete the order.
- Payment cannot be verified.
- An unexpected issue prevents the order from being fulfilled safely.

The customer will be offered:

- A suitable alternative.
- Additional preparation time.
- Removal and refund of the unavailable item.
- A full refund when the affected order cannot be fulfilled.

9. Requesting a Change or Cancellation

Contact Drift & Bloom as quickly as possible and provide the order number, customer name, phone number and the requested cancellation or change.

WhatsApp	+20 109 782 4111
Phone	01142229915
Email	driftandbloom28@gmail.com
Location	Cairo, Egypt

5. Returns & Refunds Policy

Eligibility, restrictions, defective products and refund procedures.

Drift & Bloom aims to resolve return and refund requests fairly while considering the different types of products included in each package.

1. Eligible Standard Items

Unused, non-live and non-personalized products may be eligible for return within 14 days of delivery, provided that:

- The item is unused.
- It remains in its original condition.
- The original packaging is available.
- All accessories and included components are returned.
- The item has not been damaged after delivery.
- Its nature allows it to be returned safely and restored to its original condition.

The request will be handled in accordance with applicable Egyptian consumer protection requirements.

2. Items Restricted from Change-of-Mind Returns

The following products are generally not eligible for return simply because the customer changed their mind:

- Live fish.
- Live plants and quickly perishable products.
- Personalized packages.
- Printed personalized messages or cards.
- Products prepared to customer-selected specifications.
- Used or lit candles.
- Opened consumable products.
- Items damaged after delivery.
- Products that cannot be safely returned to their original condition.

These restrictions apply to the extent permitted by law.

They do not remove the customer's rights if a product is defective, damaged, incorrect or different from the confirmed order.

3. Defective Products

A customer may request an appropriate remedy for a defective product within the applicable legal period, including the period of up to 30 days from delivery identified by the Egyptian Consumer Protection Authority for defective goods.

The customer should explain the defect and provide the order details and supporting photographs.

4. Damaged or Incorrect Orders

Products that arrive damaged, missing or incorrect are handled according to the Damaged, Missing or Incorrect Items Policy.

Live-fish arrival problems are handled according to the Live Fish Delivery & Arrival Policy.

5. Requesting a Return

To request a return, the customer should provide:

- Order number.
- Customer name and phone number.
- The product to be returned.
- The reason for the request.
- Photographs showing the product's condition.
- The original packaging and included items.

Products should not be sent back without receiving return instructions from Drift & Bloom.

6. Inspection of Returned Items

Returned items will be inspected after they are received.

A refund may be refused or reduced where legally permitted if:

- The product has been used.
- Parts or accessories are missing.
- The product was damaged after delivery.
- The original condition has materially changed because of the customer.
- The returned product is not the product supplied by Drift & Bloom.

The customer will be informed of the review result.

7. Available Remedies

Depending on the case, Drift & Bloom may provide:

- Replacement.
- Exchange.
- Repair, where appropriate.
- Partial refund.
- Full refund.
- Another solution agreed with the customer.

The chosen solution will consider the product, the verified issue, availability and applicable legal rights.

8. Refund Method

Approved refunds will normally be returned through the original payment method whenever reasonably possible.

Where this is not possible, another refund method will be agreed with the customer.

Drift & Bloom will normally initiate an approved refund within seven business days. Banks and payment providers may require additional processing time.

9. Delivery Charges

When a verified defect, incorrect product or delivery damage was caused by Drift & Bloom or its arranged courier, the customer will not be charged for the replacement or return delivery.

Any treatment of delivery charges for other eligible returns will follow applicable law and will be communicated before the return is arranged.

10. Partial Package Returns

When only one component of a multi-item package is affected, the solution may apply only to that component.

A complete package refund may be offered when:

- The entire package is materially affected.
- The affected item was essential to the package.
- The order cannot reasonably be corrected.
- A full refund is required under applicable law.

11. Contact Information

WhatsApp	+20 109 782 4111
Phone	01142229915
Email	driftandbloom28@gmail.com
Location	Cairo, Egypt

6. Product Availability & Natural Variations Policy

Stock confirmation and expected differences in natural and handcrafted products.

Drift & Bloom packages include living, natural and handcrafted products. Each package may have minor differences that make it unique.

1. Product Availability

Some candles may be available in limited quantities, while some fish and plants may be sourced after the order is placed.

Adding a product to the cart does not permanently reserve it.

Availability is confirmed after Drift & Bloom reviews the order.

2. Unavailable Products

If a product becomes unavailable after an order is submitted, the customer will be contacted and offered:

- A comparable alternative.
- A different available product.
- Additional waiting time.
- Removal and refund of the unavailable item.
- Cancellation and refund of the affected order.

No materially different substitution will be made without the customer's approval.

3. Fish Variations

Fish may naturally vary in:

- Colour.
- Pattern.
- Size.
- Fin shape.
- Movement.
- Behaviour.

Unless the customer selects a specific individual fish, the delivered fish may not be identical to the fish shown in general collection photographs.

4. Plant Variations

Plants may naturally vary in:

- Height.
- Leaf size.
- Leaf arrangement.
- Colour tone.
- Fullness.
- Growth direction.

Small natural marks, new growth and minor leaf differences are not considered defects.

The plant type will match the confirmed order unless an alternative is approved by the customer.

5. Candle Variations

Because candles may be prepared in limited or handcrafted batches, minor differences may appear in:

- Surface texture.
- Colour tone.
- Wax finish.
- Label placement.
- Scent intensity before lighting.

These differences do not affect the candle's intended quality or use.

6. Natural and Decorative Materials

Sand, stones, shells and natural decorative materials may vary slightly in:

- Shape.
- Colour.
- Size.
- Texture.
- Arrangement.

7. Website Images

Website photographs are intended to show the style, design and general appearance of the products.

Screen settings, lighting and photography may cause colours to appear slightly different.

Drift & Bloom will not intentionally replace a selected product with a materially different product without the customer's approval.

8. Package Arrangement

The arrangement of the candle, plant, bowl, cards and packaging materials may be adjusted slightly to:

- Protect the products.
- Improve stability during delivery.
- Accommodate natural product sizes.
- Maintain the overall package appearance.

9. Contact Information

Questions about a particular product can be sent before ordering through:

WhatsApp	+20 109 782 4111
Phone	01142229915
Email	driftandbloom28@gmail.com
Location	Cairo, Egypt

7. Privacy Policy

How customer, recipient and website visitor information is handled.

At Drift & Bloom, we respect the privacy of our customers, gift recipients and website visitors.

1. Information We May Collect

We may collect information such as:

- Full name.
- Phone number.
- Email address.
- Delivery address and location details.
- Gift recipient information.
- Order information.
- Product selections.
- Personalized message content.
- Payment status and transaction references.
- Communications with customer service.
- Complaint and return information.
- Website usage, device and cookie information.

2. Why We Use Personal Information

We may use personal information to:

- Process and confirm orders.
- Prepare personalized products.
- Deliver orders.
- Contact customers or recipients.
- Verify payments.
- Provide customer support.
- Resolve complaints, returns or refunds.
- Prevent fraud and misuse.
- Maintain business and transaction records.
- Improve the website and customer experience.
- Send marketing communications when the customer has agreed to receive them.
- Meet legal and regulatory obligations.

3. Gift Recipient Information

When a customer provides another person's name, phone number or address for gift delivery, the customer confirms that the information is accurate and may be used for completing the delivery.

Gift recipient information will not be used for unrelated marketing without an appropriate legal basis or consent.

4. Sharing Personal Information

We may share only the information reasonably required with:

- Couriers and delivery providers.
- Payment service providers.

- Website hosting and technical providers.
- Customer service systems.
- Professional advisers.
- Government or legal authorities when required by law.

Drift & Bloom does not sell personal information to unrelated advertisers.

5. Payment Information

When payment is processed through an external payment provider, the provider processes the relevant payment information according to its own security and privacy requirements.

Drift & Bloom does not intend to store complete bank-card details directly on its website.

Customers should not send complete card details through email, social media messages or WhatsApp.

6. Marketing Communications

Marketing messages will be sent only where permitted and where the customer has agreed to receive them when consent is required.

Customers may unsubscribe at any time.

Unsubscribing from marketing does not stop essential messages concerning an active order, delivery, payment or complaint.

7. Cookies and Website Technologies

The website may use essential cookies required for functions such as:

- Maintaining the shopping cart.
- Remembering user preferences.
- Supporting account login.
- Securing the website.
- Completing checkout.

Analytics or marketing cookies may also be used to understand website performance and improve advertising.

Where required, non-essential cookies will be used after the visitor has been given an appropriate choice.

8. Data Retention

Personal information will be kept only for as long as reasonably necessary to:

- Complete orders.
- Provide customer support.
- Maintain financial and transaction records.
- Resolve disputes.
- Meet legal and regulatory requirements.
- Protect Drift & Bloom and its customers from misuse.

Information that is no longer required will be deleted, anonymized or securely retained where required by law.

9. Information Security

Drift & Bloom will take reasonable organizational and technical measures to protect personal information against:

- Unauthorized access.
- Accidental loss.
- Misuse.
- Alteration.
- Disclosure.
- Destruction.

No online system can be guaranteed to be completely secure, but suspected security incidents will be reviewed and handled appropriately.

10. Customer Rights

Subject to applicable law, customers may request:

- Information about how their data is used.
- Access to their personal information.
- Correction of inaccurate information.
- Deletion where legally available.
- Withdrawal of marketing consent.
- Objection to certain uses.
- Restriction of certain processing.

Identity verification may be required before completing a request.

11. Children's Information

The website and products are not intended to collect personal information directly from children without appropriate involvement from a parent or legal guardian.

12. Changes to This Policy

This Privacy Policy may be updated when the website, services or legal requirements change.

The latest version and update date will appear on this page.

13. Privacy Contact

Privacy requests may be sent to:

WhatsApp	+20 109 782 4111
Phone	01142229915
Email	driftandbloom28@gmail.com
Location	Cairo, Egypt

8. Terms & Conditions

Rules governing the website, orders, payments and product use.

These Terms & Conditions apply to the use of the Drift & Bloom website and to orders placed through the website or confirmed through Drift & Bloom's official communication channels.

1. Acceptance of Terms

By using the website or placing an order, the customer agrees to:

- These Terms & Conditions.
- The Shipping & Delivery Policy.
- The Live Fish Delivery & Arrival Policy.
- The Returns & Refunds Policy.
- The Cancellation & Order Changes Policy.
- The Damaged, Missing or Incorrect Items Policy.
- The Product Availability & Natural Variations Policy.
- The Privacy Policy.

Nothing in these terms removes rights that cannot legally be excluded.

2. Product Information

Drift & Bloom makes reasonable efforts to present accurate:

- Product descriptions.
- Photographs.
- Prices.
- Package contents.
- Availability information.

Living, natural and handcrafted products may have minor variations as explained in the Product Availability & Natural Variations Policy.

3. Order Submission and Confirmation

Submitting an order does not automatically mean it has been accepted.

An order is considered confirmed after Drift & Bloom verifies:

- Product availability.
- Customer and recipient information.
- Delivery coverage.
- Delivery fees.
- Payment arrangements.
- Availability of live or personalized products.
- The expected preparation and delivery period.

Drift & Bloom may contact the customer to confirm or correct order information.

4. Prices

Product prices and applicable delivery charges will be communicated before final confirmation.

Prices may change before an order is confirmed.

Once an order is confirmed, the agreed price will not be changed unless:

- The customer requests a product change.
- The customer changes the delivery location.
- An obvious pricing error is identified and explained before fulfillment.
- The customer agrees to an alternative product or service.

5. Payments

The available payment methods will be shown at checkout or communicated during order confirmation.

The customer must use accurate payment information and must not use a payment method without authorization.

An order may remain unconfirmed until any required payment or deposit has been verified.

6. Personalized Orders

The customer is responsible for reviewing:

- Names.
- Message wording.
- Spelling.
- Product selections.
- Recipient information.

Personalized items may not be changeable or returnable after preparation begins, except where they are defective, incorrect or otherwise covered by applicable law.

7. Live Products

The customer acknowledges that fish and plants are living products with natural differences.

The customer is responsible for following the provided receiving and care instructions after successful delivery.

Drift & Bloom may postpone, change or decline a delivery where necessary to protect a live product.

8. Customer Responsibilities

The customer is responsible for:

- Providing accurate contact details.
- Providing a complete delivery address.
- Ensuring that the recipient is available.
- Reviewing the confirmed order.
- Following live-product receiving instructions.
- Using products safely.
- Keeping candles away from children, pets and flammable materials.
- Not using damaged glass products.

9. Website Accounts

Customers are responsible for maintaining the confidentiality of their account and password.

Drift & Bloom should be contacted if unauthorized account activity is suspected.

10. Website Use

The website must not be used to:

- Commit fraud.
- Submit false orders.
- Access systems without authorization.
- Introduce malicious software.
- Copy protected materials for commercial use.
- Interfere with the website's operation.
- Violate applicable law.

11. Intellectual Property

The Drift & Bloom name, logo, product photographs, package designs, written content, collection names and website materials may not be copied, reproduced or used commercially without written permission.

12. External Services

The website may use external services for:

- Payments.
- Delivery.
- Website hosting.
- Analytics.
- Social media.
- Communication.

Drift & Bloom is not responsible for the independent content or privacy practices of external websites, but will use service providers reasonably required to operate the business.

13. Liability

Drift & Bloom is responsible for fulfilling confirmed orders and addressing verified problems according to the applicable policies and law.

Drift & Bloom is not responsible for damage caused after successful delivery by:

- Incorrect product use.
- Failure to follow safety instructions.
- Incorrect fish or plant care.
- Leaving products in unsuitable conditions.
- Unauthorized modification.
- Use of damaged glass after the damage is visible.
- Events outside Drift & Bloom's reasonable control.

Nothing in this section excludes liability or customer rights that cannot legally be excluded.

14. Policy Changes

Drift & Bloom may update these terms and policies when:

- Products or services change.
- Delivery coverage changes.
- Website functions change.
- Operational requirements change.

- Applicable legal requirements change.

The version applying to an order will normally be the version published when the order was confirmed.

15. Applicable Law

These Terms & Conditions and purchases made through Drift & Bloom are governed by the applicable laws of the Arab Republic of Egypt.

16. Contact Information

WhatsApp	+20 109 782 4111
Phone	01142229915
Email	driftandbloom28@gmail.com
Location	Cairo, Egypt

END OF POLICY DOCUMENT

Drift & Bloom

Cairo, Egypt | August 2026

Before publishing, confirm that all fees, delivery coverage, contact details and operating procedures remain current.