Order and service policies

Little Lanterns | Fictional workshop material | Version 1.0 | 12 November 2026

S1 — Delivery

Delivery is available within Singapore. The standard delivery charge is S$5 per order; it is waived when the merchandise subtotal is S$60 or more. Standard delivery estimate: 3–5 business days after dispatch. This is not an arrival guarantee. Dispatch date and current stock must be checked by the owner. No express delivery or same-day service is documented.

S2 — Returns

For a change-of-mind return, contact the shop within 14 calendar days after delivery. Items must be unused and in original packaging; the customer pays return delivery. Refund approval requires inspection. For damaged or incorrect items, provide the order number, a description and photos for the owner to review. Do not promise approval or a refund amount before that review.

S3 — Gifts and customisation

Only the gift set includes a gift box and plain message card, as specified in P6. The message can contain up to 160 characters. Personalised product printing, monogramming and product substitutions are not offered. Bulk discounts and custom bulk orders need an owner decision; no discount is pre-approved.

S4 — What is not connected

These documents are a workshop snapshot. They contain no live inventory, order tracking, customer account or payment records. Do not claim an item is available, an order has shipped, or a deadline can be met. Ask the owner to verify these facts.

S5 — Answering customers

Use a warm, straightforward tone. Answer from the current pack. For a missing fact or exception, explain what must be checked and request only the information needed for that check. Keep source references in a separate internal note, outside the customer-facing reply.