#### **Terms & Conditions**

All of the items featured in the Inspired Gifts are genuinely needed and used by the programmes that UNICEF supports. However, realistically, there are only so many of certain types of Inspired Gifts such as exercise books for schools or blankets for babies that are required and so if you have purchased an Inspired Gift your donation will not necessarily be used to purchase the item shown but will be used to help UNICEF to continue with its full range of work right around the world.

## **Frequently Asked Questions**

## 1. What are UNICEF Inspired Gifts?

Inspired Gifts are real, life-saving and life-changing gifts that are distributed to children and their communities around the world throughout the year. Not only do they provide the receiver with a great sense of satisfaction, they also provide a practical item for the field; helping save, improve and protect the lives of the world's most vulnerable children. Each gift you buy is delivered to the field.

# 2. How do Inspired Gifts Work?

When you buy an Inspired Gift for friends or family, it is immediately dispatched to reach a child who needs it now.

## 3. Are Inspired Gifts 'real'?

Yes they are. UNICEF Inspired Gifts are tangible, life-saving and life-changing gifts that are being distributed to children and communities around the world year-round. You can refer to the Inspired Gifts annual report which shows where these gifts are delivered to.

#### 4. How do I know where my Inspired Gift is sent?

All the Inspired Gifts is distributed globally to where children and communities needs it most. The destination of your gift is determined by the immediate needs of children worldwide. Our specialist staff work in more than 190 countries and territories to monitor the situation and needs of children and define which items are most needed, when and where. An annual report will be provided which will show how Inspired Gift is distributed and where.

#### 5. How do the items reach the children in need?

Depending on the location, urgency and situation the items are transported by air or ship to the country where they are needed. UNICEF makes every effort to bring life-saving and life-changing items to even the most 'hard to reach' children. Whether they are in isolated communities or are living through an emergency situation, we try to be there. If that means using cars, helicopters, motorcycles, bikes, donkeys or canoes to deliver the goods – we'll do it.

#### 6. Can I request for a Refund/Cancel my order?

Upon a successful order of an Inspired Gift, UNICEF Inspired Gifts are immediately shipped out to children & communities where it is needed most. UNICEF Inspired Gifts carries a strict no-refund/cancellation policy.