



General Terms & Conditions

Products

1.1 Some Products may be delivered by us in bud to ensure longer life.

1.2 Some Products, Flowers and Plants may be harmful or poisonous. If you require further information before submitting an order, please contact us.

1.3 Each and every design is one-of-a-kind, created by hand using the freshest stems available on the day, so your flowers may look different to those pictured. All Products are subject to availability. In the event of any supply difficulties, we reserve the right to substitute a Product of equivalent value and quality without notice.

1.4 In the event that we are unable to supply the product or any substitute product to you at all, we shall notify you as soon as is reasonably possible and shall reimburse your payment in full and in any event no later than 30 days after the intended delivery date.

Prices/Payment

2.1 Prices listed within the Service are valid for a maximum of 28 days from submitting your order.

2.2 Prices include VAT.

2.3 Full payment is required before any goods are supplied.

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Registered address: 48 Hollers Crescent, Middle Barton, Chipping Norton, OXON OX7 7HN
Registered No 96675 97681 In England and Wales.

2.4 For events, payment will be agreed separately in your quotation/invoice (including a non-refundable booking fee and full payment no later than 30 days before the event takes place), refer to Event Ts & Cs.

Delivery

3.1 Anomalies in your submitted personal details may lead to problems or delays in delivery, so before placing your order, please ensure that you have included the full address details, including accurate postcode of the intended recipient and your daytime contact telephone number or e-mail address so that we can notify you in the event that any delivery problems are encountered.

3.2 Whilst we agree to use all reasonable endeavours to ensure that delivery will be on the requested delivery date you acknowledge that in very occasional circumstances delivery on the requested terms will not be possible. In such circumstances you will be given prior notice wherever possible and we shall either make alternative arrangements or shall reimburse your payment in full.

3.3 In case of delivery to certain locations where a third party is involved, such as offices, hospitals, airports, hotels, ships and other business locations, the signature of any person authorised to accept delivery on behalf of the organisation shall be accepted as proof of delivery to your chosen recipient.

3.4 Please note that we are only responsible for delivering against signature to the address you quote (or an imminent neighbour if no one is at home). We regret that where goods have been correctly delivered, we cannot accept responsibility if the intended recipient has moved, or lives elsewhere.

3.5 Where the carrier is unable to find someone to accept delivery, they will either deliver to a neighbour or leave a card at the address for the recipient to make contact.

3.6 It is possible to request a preferred delivery time. Whilst every effort will be made to

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ensure your order is delivered at the time selected, no guarantee for delivery by the time specified can be given.

3.7 In the instance of there being difficulties in delivering your order to the intended recipient we reserve the right to contact the recipient using the contact details you provide.

Cancellation

4.1 Orders may be amended or cancelled up to 7 days before the intended delivery date.

Customer Services

5.1 Due to the perishable nature of Products and in order to assist us in resolving any complaints quickly, we advise you to make any complaint within 24 hours of delivery or intended delivery of your purchase.

General

6.1 We shall ensure that we comply with the requirement of all current data protection legislation including, without limitation, the General Data Protection Regulations (GDPR) and Food Hygiene regulations (where supplying edible goods).

Last Updated 10th August 2023