



The Seasonal Florist – Terms of Sale
Retail Products Only
Last updated: 1 July 2026

1. About these Terms

These Terms of Sale apply to retail flower orders placed with The Seasonal Florist through our website, WhatsApp, email, telephone, social media or any other direct communication.

By placing an order with us, you agree to these Terms of Sale. These terms apply alongside any relevant Website Terms of Use and our Privacy Policy.

2. Service Area

The Seasonal Florist provides flower delivery in Colchester and selected surrounding villages.

Delivery areas, opening hours and availability may vary depending on seasonal demand, flower availability and existing order commitments.

3. Orders

Your order is only confirmed once you have received a confirmation message or email from us.

Please check your order details carefully, including the recipient's name, delivery address, delivery date, contact number and any message card wording. You must notify us as soon as possible if any details are incorrect.

We reserve the right to refuse or cancel an order where we are unable to fulfil it, including due to flower availability, delivery limitations, pricing errors or circumstances outside our control.

4. Delivery

We will aim to deliver your flowers on the agreed delivery date. However, we cannot guarantee an exact delivery time unless this has been agreed with us in advance.

Delivery may be affected by factors outside our control, including traffic, weather, access issues, incorrect address details or the recipient being unavailable.

You must provide full and accurate delivery details, including a valid contact number.

If the recipient is not available, we may leave the flowers in a safe place, with a neighbour, or attempt to contact you or the recipient for further instructions. Where flowers are left in a safe place or with a neighbour, delivery will be considered complete.

Where redelivery is required due to incorrect details, lack of access or recipient unavailability, an additional delivery charge may apply.

5. Flowers, Colours and Substitutions

Fresh flowers are natural, seasonal products and may vary in colour, shape, size and availability.

Images on our website and social media are for style guidance and illustrative purposes only. Each arrangement is made individually and may not be an exact copy of any image shown.

We reserve the right to substitute flowers, foliage, sundries, packaging or containers where necessary. Any substitutions will be made with suitable alternatives of equal or greater value, while maintaining the overall style, quality and feel of the arrangement as closely as possible.

Some flowers and seasonal varieties have a shorter vase life than others. Fresh flowers are generally expected to last between 2 and 5 days, although this may vary depending on the flower type, room temperature, care and conditions after delivery.

6. Flower Care

To get the best from your flowers, please follow any care instructions provided.

Flowers should be kept away from direct heat, strong sunlight, draughts and ripening fruit. Stems should be recut where appropriate, water should be changed regularly, and any spent flowers or foliage should be removed.

The Seasonal Florist cannot be responsible for reduced vase life caused by poor care, unsuitable placement, excessive heat, failure to follow care instructions or circumstances after delivery.

7. Prices and Payment

All prices are shown in pounds sterling.

Delivery charges may apply and will be confirmed before your order is accepted.

Payment must be made in full before an order is confirmed, unless otherwise agreed in writing. We may accept payment by card, Apple Pay, bank transfer, telephone payment or any other payment method made available by us.

If a pricing error occurs, we will contact you before preparing or dispatching your order. We reserve the right to cancel the order if the correct price is not accepted.

8. Cancellations and Order Changes

Fresh flowers and made-to-order floral arrangements are perishable and often made specifically for each customer. The usual 14-day cancellation period for distance sales does not apply to perishable goods, bespoke arrangements or personalised items.

You may cancel or change an order provided we have not already started preparing, sourcing or ordering flowers specifically for your arrangement.

Because flowers are perishable and often ordered specifically for each customer, cancellations or changes may not be possible once preparation, flower sourcing or ordering has begun.

If you cancel before work has started on your order, a refund will be made using the original payment method.

If you need to change delivery details, recipient details, message card wording or delivery date, please contact us as soon as possible. We will do our best to help, but changes cannot be guaranteed once the order has been confirmed or preparation has begun.

If we need to cancel your order for any reason, you will receive a full refund for any amount paid.

9. Refunds and Complaints

We take great care with every order. As fresh flowers are perishable, any concerns about the condition, quality or delivery of your flowers must be raised as soon as possible after delivery.

Where flowers appear damaged, wilted or not in acceptable condition on arrival, please contact us within 1 hour of delivery where reasonably possible, and in any event within 24 hours of delivery, providing clear photographs of the flowers, packaging and any issue complained of.

This allows us to assess the flowers in the condition in which they were received. As flowers are perishable and affected by heat, handling, placement and aftercare, we may not be able to investigate or offer a remedy where concerns are raised outside this period.

Each complaint will be reviewed individually. Where we consider there to be a genuine issue with the quality or condition of the flowers on delivery, we may offer a replacement, partial refund, full refund or another suitable resolution at our discretion.

Refunds will not usually be given for issues caused by incorrect delivery details, recipient unavailability, poor flower care, personal preference, natural variations in flowers, or differences between screen images and the finished arrangement.

Nothing in these terms affects your statutory rights.

10. Allergies and Safety

Some flowers, foliage and plant materials may be harmful or irritating to people or pets if touched or ingested. It is your responsibility to keep flowers and arrangements away from children and animals where appropriate.

Please let us know before placing your order if you have any specific allergy concerns. While we will do our best to help, we cannot guarantee that flowers, foliage or arrangements will be free from allergens.

11. Liability

We are not responsible for losses caused by events outside our reasonable control, including severe weather, traffic disruption, supply issues, incorrect delivery information, lack of access or recipient unavailability.

We are not liable for business losses, loss of profit, loss of opportunity or indirect losses arising from a retail flower order.

Nothing in these terms limits or excludes liability where it would be unlawful to do so.

12. Intellectual Property

All floral designs, photographs, website content, branding, wording and other creative materials produced by The Seasonal Florist belong to us unless otherwise stated.

You may not copy, reproduce, use or adapt our images, designs or content for commercial purposes without our permission.

You are welcome to share photographs of your flowers on social media. We would be grateful if you credit or tag The Seasonal Florist where possible.

13. Privacy

We will use your personal information only as necessary to process and deliver your order, communicate with you, manage customer service and comply with any legal obligations.

Please refer to our Privacy Policy for more information about how we collect, use and store personal data.

14. Changes to these Terms

We may update these Terms of Sale from time to time. The version that applies to your order will be the version in place at the time your order is confirmed.

15. Governing Law

These Terms of Sale are governed by the laws of England and Wales. Any disputes will be subject to the jurisdiction of the courts of England and Wales.