

Old Farmhouse Flowers Terms and Conditions: Wedding & Event Flowers

Quotes

Quotes are issued as a guide for budgeting purposes and are valid for 90 days from the date of issue, final costs may vary beyond this period.

Orders

Orders may be placed by email, telephone or in person; however, no order is confirmed until you have received a confirmation email from us.

A non-refundable booking fee of £50 or 10% of the full cost, whichever is the greater, is payable to secure the booking.

Final balance of payment must be made in full 3 weeks prior to the agreed collection/delivery date otherwise we cannot guarantee that flowers/foliage will be available for your date; we reserve the right to withhold goods unless full payment is received.

Payment of the non-refundable booking fee means that you agree to our terms and conditions.

Amendments

We advise you to speak to us as soon as possible regarding proposed changes. We will always endeavour to fulfil your requirements; to this end we are happy to discuss changes to your order up to 3 weeks prior to the agreed collection/delivery date. However, please be aware that it may not always be possible to accommodate changes.

We reserve the right to substitute appropriate flowers and foliage where any part of the order becomes unobtainable due to factors beyond our control such as weather conditions or availability (such judgement to be at our reasonable discretion).

Orders may be increased, subject to availability.

Requests to reduce orders received between 6 and 3 weeks of the agreed collection/delivery date may be subject to an additional cancellation fee (of 50% of the reduced value).

Requests to reduce orders received within 3 weeks of the agreed collection/delivery date, and after we have received full payment from you, will still be subject to the original invoice price. We will be unable to offer a refund and will retain the full amount.

In the event that the date for a confirmed order is changed i.e. the date of the event is changed for any reason whatsoever including outside of the customers' control, then we reserve the right to re-visit the order cost and provide an amended invoice based on prices and circumstances applicable to the new date. If you do not wish to accept the new invoice then the cancellation policy will apply. If we are unable to accommodate a proposed new date for a confirmed order then the cancellation policy will apply.

Cancellation Policy

Cancellation of an order must be notified as soon as reasonably possible. The non-refundable booking fee will be retained regardless of the circumstances of the cancellation.

If you cancel your order within 3 weeks of the agreed collection/delivery date and after we have received full payment from you, we will be unable to offer a refund, and will retain the full amount.

Flowers and Foliage

We work to styles and colour palettes, and whilst we will have a full discussion with you in order to understand your preferences, and we will do our utmost to fulfil all your requirements, we cannot promise specific blooms or foliage.

All flowers and foliage will be supplied fully conditioned. Acceptance of the flowers and foliage by you or your representative indicates that you accept their condition and it is then your responsibility to store, care and use them in the appropriate manner.

Collection and Delivery

Collection and delivery arrangements must be discussed and pre-agreed with us.

Collection is free with no minimum order value, however, a date and time must be agreed and confirmed by both parties in advance.

The minimum purchase to qualify for delivery is £160.00. Deliveries are charged at 60p per mile. The delivery address, date and time must be agreed and confirmed by both parties. If you wish to alter collection or delivery arrangements for your order, you must provide as much notice as possible. Whilst we will always endeavour to accommodate your reasonable requirements, we reserve the right to refuse to change from the previously agreed collection/delivery.

All items will be at your risk from the time of collection/delivery.

Provision of Our Products

Whilst we will employ all reasonable endeavours to provide our products as advertised, we cannot guarantee this. Acts of God, sudden ill-health, pandemic/epidemic and extreme weather may affect our ability to deliver our full service and we can accept no responsibility for these events. However, we will put in place contingency plans including out-sourcing where appropriate in order to do our best to fulfil your requirements.

We pride ourselves in the quality of our products and service. Should you have any concerns and wish to make a claim this must be made within 24 hours of supply, any liability is up to the cost of the order only.

Photographs

We reserve the right to share our own photographs or videos of all our work on all forms of media including social media.

Privacy Statement

We are committed to ensuring that your personal information is secure at all times. We have physical, electronic and managerial security measures in place to safeguard your information.

If you share your information with us, such as your name, phone number and email address, we will only use it for the purpose for which it was given. We will not sell, distribute or lease your personal information to anyone else unless you directly give us permission, or we are required by law to do so.

If you have shared your information with us and then changed your mind and no longer wish us to keep it, you can let us know at any time by emailing us at info@oldfarmhouseflowers.com and we will remove your details from our records.