

Old Farmhouse Flowers Terms and Conditions: Subscription Flowers

Orders and Payment

Orders must be made via our website (www.olfarmhouseflowers.co.uk) with payment made in advance. Orders are not confirmed until payment is received.

Content

The flowers included in your arrangement will be selected from the very best growing on the field at the time of harvesting. We are unable to accept or guarantee any request for specific blooms.

Delivery and Collection

Delivery is free within a five mile radius of the flower farm in Bassingham.

Delivery is on the second Friday of each month of May, June, July, August, September and October.

We are unable to accommodate changes in delivery date, but can accommodate a change in delivery location if notified 7 days in advance and if the new location is within the free delivery area (see Amendments & Cancellations below).

We will attempt one delivery on each date, if no-one is at home we will leave the arrangement at the delivery address, in water. We will always look for the safest place to leave your bouquet.

If you are not going to be at home and your order is a bouquet, please leave a bucket, vase or other suitable container with a small amount of water in for us to leave your flowers.

Collection attracts a 10% discount which is automatically included in the product price.

Subscriptions will be available for collection from the flower farm from 08:30 onwards on the second Friday of the month

Gifts Subscriptions

If bought as a gift, it is the responsibility of the purchaser to inform the recipient of the delivery dates and arrangements, or to pass on their email address to us so we can communicate directly once the order is complete and paid for.

Amendments & Cancellations

We require a **minimum of seven days notice** for all amendments and cancellations and the following options apply:

- If you are no longer available on one of the pre-arranged delivery/collection dates, two arrangements could be delivered/collected on a subsequent delivery date
- If your subscription is for less than the maximum six months, you may select a different month e.g. original order for May, June, July swap to May, June, August.
- Delivery to a different address within the free delivery area
- Donation of the flowers to a local care home of our choice

We are unable to refund for any cancelled deliveries/collections.

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.