

Terms and Conditions

Overview:

Smitten with Flowers (“us”, “we”, or “our”), operates www.smittenwithflowers.co.uk (the “Service”). The information, tools and services offered on this website are subject to our terms, conditions and policies. By visiting our site and engaging in our Service you agree to our terms and conditions (“Terms of Service” or “Terms”). Please read carefully before accessing our website/using our Service. Any new services offered by us shall be subject to the same terms and conditions. We reserve the right to change or replace any of our Terms listed on this page. It is your responsibility to check for any changes in our Terms. By agreeing to these Terms you represent that you are at least the age of 18. Any breach of our Terms may result in immediate termination of your Services.

Products and Services:

General conditions:

We reserve the right to limit or refuse our services to any person, geographic region or jurisdiction. We reserve the right to change or discontinue our products and prices at any time and to refuse/cancel orders. In agreeing to our Terms you agree not to reproduce, duplicate, copy, sell or exploit any of our products/services without express permission from us. You must not use our products for any illegal or unauthorized purpose.

Our natural products:

We have made every effort to display our products accurately on our website, however, due to the nature of our products we cannot guarantee that the product you receive will reflect the products photographed on our website. Our natural products are subject to availability. Where this is the case, we reserve the right to substitute suitable products without notice. However, we will endeavour to contact you should any major changes be required.

Delivery terms:

When completing any purchase through our online shop, please ensure all details are correct. We cannot be responsible for any misspelt or incorrect details, and this may result in delays or undelivered items. We regret that we will not be able to issue any refunds should this be the case. When ordering perishable products, it is the responsibility of the person making the order to check that someone will be available to receive the product on the date ordered, or that an alternative safe drop-off point has been arranged (please ensure details are included in the order or contact us directly in advance).

All our bouquets are made to order, please allow a minimum of 48 hours between order and delivery date. Should you require your flowers sooner than this please contact us directly in advance.

Local Delivery:

- Our bouquets are delivered by hand - Local delivery within 5 miles is £4 and deliveries within 6-10 miles is £8. Collections welcome (mainly after 5pm weekdays, more flexibility on weekends)
- We do not routinely deliver outside of these areas but may be able to make accommodations in some cases – please contact us directly to enquire.
- If the recipient is not home we will leave a delivery note so they can rearrange delivery, or collection, if a suitable place available, we will leave flowers there, always in water.
- Please note: our bouquets are not available for national delivery.

Payments:

Payments must be made in full at the time of purchase. We accept all major credit and debit cards via our online shop. All payments are processed securely and your information is used solely to process your order.

Returns and cancellations:

All flowers, bouquets and perishables are non-returnable. We hope that you will be completely satisfied with our products. However, in the unlikely event that our products do not reach you in perfect condition, please contact us immediately with photographic demonstration of any issues, and within 24 hours of receipt. We regret that, due to the perishable nature of our products, any complaints received outside of the 24-hour period cannot be dealt with. All our products are made to order and therefore we are not able to offer any cancellations.

Personal information:

Our service may store some of your personal information – for further information please view our Privacy Policy.

Third party links:

Our service may utilize third-party providers for which we are not liable. Where this relates to personal information please see our Privacy Policy.

Accuracy and timeliness of information:

We cannot guarantee that the information on our site does not contain any errors and although we endeavour never to mislead customers, we undertake no obligation to update or amend information related to our service.

Disclaimer:

In no case will we be responsible for any injury, loss, claim or damages, arising from your use of our services.

Contact information:

Please contact us via email with any questions regarding our Terms of Service.

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Smitten with Flowers

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