

TERMS & CONDITIONS

Fabulous Flowers Events Floristry
99, Ollerton Road, Retford, Notts. DN22 7TJ

T: 01777-704726 W: jillsfabflowers.co.uk E: jillsfabflowers@btinternet.com

Introduction:

Fabulous Flowers wants to ensure they offer a high standard of service throughout their contact with you the customer. The following terms and conditions are set in place to prevent disputes or misunderstandings occurring. By agreeing to the terms and conditions arranged by Fabulous Flowers, you are agreeing to carry out and respect what has been written here. We value good customer relations and what to avoid any disputes at all cost.

1. Availability: - Fabulous Flowers can be contacted at any reasonable hour. Monday to Sunday: Telephone: 01777-704726 or 07977898960, Email: jillsfabflowers@btinternet.com, Website: www.jillsfabflowers.co.uk

3. Service: - Currently Fabulous Flowers operates primarily from 99 Ollerton Road, Ordsall, Retford, Notts. DN22 7TJ. This is not a retail outlet. However arrangements such as setting up in a church or any other venue, inside or outside are completely possible and we are happy to go the extra mile. Fabulous Flowers seeks to provide a personal and flexible service, always ready to accommodate the needs of the customer and their event. Above all Fabulous Flowers wants to ensure customer satisfaction and provide quality goods and service. Fabulous Flowers aim to be professional and friendly from the first point of contact. Fabulous Flowers provides a free consultation for weddings and other events. Fabulous Flowers only uses the finest quality fresh cut flowers, foliage and sundries direct from Dutch whole sellers and UK suppliers.

4. Cost:

4.1 Pricing: Due to the nature of the flower industry with the changing seasons and costs, only a minimum price or 'from £...' can be listed in our pricing documents. To get a more accurate price for your requirements a quote can be arranged. Floral arrangements are made to order. Occasionally a standardised arrangement with a set price will be promoted, i.e. Valentine's Day Bouquet.

4.2 Quotations: Fabulous Flowers will provide a free quote after the first consultation once ideas and the customer's requirements are known. The quote is not binding and can be adjusted and discussed accordingly. Fabulous Flowers is happy to issue a new quote.

4.3 Invoicing: Once the customer is happy with the quote and agrees to make a booking with Fabulous Flowers then an invoice for the non refundable deposit / booking of the goods and service will be issued. The final invoice will provide a breakdown of the items and service, stating the total balance due. This will normally be issued normally 4 weeks prior to the event allowing the customer time to finalise numbers. Fabulous Flowers is currently not registered for VAT so this will not appear on the invoices.

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5. Payment terms:

5.1 Single Arrangements: i.e. Birthday bouquet generally full payment will be taken at the time to the customer. If the arrangement is £100 or more, a 10% deposit at the time of order. The remainder of the balance to be paid in full. Within 14 days of the issued invoice.

5.2 Events Packages: i.e. Wedding Flowers A 10% (of actual wedding flowers quotation) non-refundable deposit must be given at the time of booking. A cheque, cash, credit card through Lloyds Cardnet or BACS transfer is all-acceptable. Please can the booking form be returned together with the 10% deposit? Confirmation of the received payment will be given and deducted from the total balance on the final invoice. Total balance must be paid in full 1 month prior to the booked date. This date will also act as the cut off point for making any last minute changes to your booking. If the customer wishes to spread the cost, instalments are acceptable. Instalments can be arranged upon request.

5.3 Late payments: If the payment is not paid in full or on time a reminder invoice will be sent. Any reminders may include a 10% non-payment surcharge to the amount outstanding. After such time Fabulous Flowers reserve the right to withdraw any discount that may have been granted.

6. Cancellations: If you the customer decide to cancel the booking you are obliged to give as much prior notice as possible. Refunds will be issued according to time of notification. (Please note after the cut off point for changes, one month prior to your wedding date, then full payment must be paid) – Notification of cancellation must be made in writing.

7. Delivery Terms: Fabulous Flowers delivers within a set radius radius of their premises. There will be free delivery within the Retford area and a standard delivery fee for the area just out of Retford. Delivery for large events is open to negotiation and is dependent on location. Correct addresses, postcodes and telephone numbers are essential with all orders to ensure a prompt delivery with no errors. Fabulous Flowers does not take timed deliveries. Funeral work, however, will be delivered approximately two hours before the funeral time. Fabulous Flowers will always do try to do same day delivery, although this cannot be guaranteed and at least 24 hours notice should be given. During peak periods, such as Valentines, Mothers Day and Christmas, deliveries will be made between 8am and 8pm. When delivery is to be made to a recipients work address, a note of their working hours should be given. If recipient is not at home, deliveries may be left with a neighbour or in a secure area. A card will be left through the door to inform the recipient of this. If neither is possible, then the item will be returned to Fabulous Flowers premises, where the recipient must contact and arrange re-delivery or collection. Funeral orders will be delivered to the funeral directors. Once the flowers are signed into the Funeral Directors, and then no responsibility is accepted by Fabulous Flowers.

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8. Hired Goods:

8.1 Items Hired: Any floral arrangements that are assembled within a hired item, such as a pedestal, vase or candelabra include a small hiring fee per item hired.

8.2 Collection of hired goods: Floral arrangements presented in stands, vases or candelabras, plus any other property belonging to Fabulous Flowers will be collected the following day after the booking. Collection occurs between 8am and 12noon. Fabulous Flowers would advise that flowers and other sundries purchased be removed from the hired goods before collection. It is the responsibility of the customer to inform Fabulous Flowers of the goods location and next point of contact. This is especially important for bridal couples leaving for a honeymoon the next day.

8.3 Damaged or stolen hired goods: If hired goods are damaged or stolen upon collection, a charge for its replacement will be invoiced. You, the customer, are responsible for these hired items. Fabulous Flowers operates on a trust bases, however if this is breached then payment must be enforced.

9. Complaints: Fabulous Flowers prides itself on its excellent reputation for customer satisfaction, and wants you to be satisfied with the product you receive. If you have any complaints with the product you have received, then please notify us within 48 hours. We will investigate your complaint and when found to be genuine, a replacement or refund given. Fabulous Flowers will not accept complaints after 7 days of the delivery date, owing to the perishable nature of the goods.

10. Data Protection and Confidentiality: All information is used in accordance with the Data Protection Act 1998 and is not passed on to any Third Party. Logos, slogans and any images remain the property of Fabulous Flowers who reserve copyright for them. Fabulous Flowers may ask its customers to provide a testimonial to be used in their portfolio. A name and the season of the event will correspond the testimonial, but only at the permission from the customer.