

Terms and Conditions

General

Orders cannot be accepted from persons under 18 years old

Pricing

As a seasonal product prices are subject to change, therefore quotes issued by Simply Flowers at Aston Cross are valid for 30 days only.

In the event that we are unable to supply all or part of your order we shall notify you as soon as possible and reimburse you in full within 2 weeks of the due date less £100 deposit to cover reasonable costs incurred.

Product prices do not include delivery charges. Delivery costs can be quoted for upon request.

Availability & Quality

Simply Flowers at Aston Cross reserves the right to make last minute adjustments to any flower arrangement if the requested flowers are delivered in a less than acceptable state and would therefore reduce the standard of finished product.

All products are subject to availability. In the event of any supply difficulties we reserve the right to substitute with a product of equal value and quality without notice.

Flowers may be supplied in bud to ensure longer life.

Payment

Event Flowers require a non refundable deposit of £100 to be paid upfront, to secure your event date.

When the flower arrangements are decided upon, 50% of the total amount (less deposit) will be due for payment.

The remaining balance is due 14 days before the event date.

Once payment in full has been received your flowers will be ordered from the supplier and will be non refundable.

Due to supplier lead times, it will not be possible to honour client due dates if invoices are not paid on time.

Please note that failing to make payment on time will jeopardise supply of flowers for your event.

Due to the potentially high cost of flowers payment plans can be arranged, but must be requested during the first meeting. Requests for payment plans after this time will be given solely at the discretion of Simply Flowers at Aston Cross.

Payment can be accepted by bank transfer or cheque. Cash on delivery is not an option.

Cancellations and amendments

The client is responsible for 100% of the cost should there be any changes/cancellations less than 14 days before event date. Notice of more than 2 weeks but less than 1 month will incur 50% charge. Simply Flowers at Aston Cross reserves the right to charge for any administration / research carried out for a cancelled order.

Notice of any change in date for the event must be submitted in writing. In the event that the Client changes the date of the event Simply Flowers will make all reasonable efforts to accommodate the date change subject to availability.

Any reduction in size of the event must be submitted in writing more than 2 weeks before the event date.

Simply Flowers at Aston Cross reserves the right to refuse to supply flowers for any occasion for any reason prior to payment being received.

Should it be necessary for Simply Flowers at Aston Cross to refuse to supply flowers after payment has been received an alternative florist will be suggested and a full refund shall be issued less deposit to cover reasonable costs incurred.

Additional Equipment

In addition to standard flower displays the following items are available for hire: vases, candelabras, enamel jugs, enamel buckets, jam jars, mirrors, slate bases, wooden slabs, pedestal stands and bay trees. In addition to the hire charge there will be a refundable deposit for these items which will be reimbursed upon their safe return to Simply Flowers at Aston Cross.

Should any of these items be damaged or lost the cost to replace them will be taken from the deposit. All equipment is inspected before and after every rental and is delivered to the venue in a good and safe condition. Simply Flowers at Aston Cross accepts no responsibility for any injuries resulting from equipment that has become broken or damaged while in use away from the Simply Flowers at Aston Cross premises.

Delivery

Deliveries made on Sundays or public holidays will incur an extra charge.

To avoid delays with delivery it is the client's responsibility to provide a full delivery address including correct postcode. Should incorrect information be given, resulting in delivery delay or failure, Simply Flowers at Aston Cross reserves the right to send an administration charge.

In the event that there is no-one available to take delivery of the order Simply Flowers at Aston Cross will attempt to make contact with both the sender and the recipient. If contact cannot be made flowers may be left with a neighbour or in a secure location and a card posted through your door. Simply Flowers at Aston Cross accepts no responsibility if obtaining the order is difficult or is retrieved in a less than perfect state.

Complaints

In the event that you are not satisfied with your order any complaints should be addressed immediately to: jo@simplyflowers-astoncross.co.uk

Due to the perishable nature of the product, and to help us resolve any issues quickly, and to our mutual satisfaction, complaints should be made within 24 hours of receipt of goods.

Disclaimer

Whilst we agree to use all reasonable endeavours to ensure that the Simply Flowers at Aston Cross site is fully operational and error-free we cannot guarantee this, and therefore accept no responsibility in the event of any cause beyond our reasonable control which renders the provision of Simply Flowers at Aston Cross impossible.

In the unlikely event that premises cease to be operational Simply Flowers at Aston Cross will endeavour to find a suitable replacement florist to fulfil outstanding orders until premises become operational again.