



## TERMS & CONDITIONS



All our wedding flowers are made to order, we do not carry stock. In most cases we require 3 months notice to create your order. Please enquire if you wish to order in a lesser time and we will endeavour to do our best.

Title to all goods purchased by the customer from **The Floral Touch UK** shall only pass to the customer, when payment has been made in full. For this purpose payment by cheque is not deemed payment until the cheque has been cleared.

**Cancellation of your wedding flower order** - Any deposit(s) paid to The Floral Touch UK are non refundable in all cases.

**Cancellation of you hire items** - Deposit of the Bond paid at the time of placing your order for all Hire items is refundable less a cancellation fee of 2.5% of the bond deposit paid, unless otherwise stated (usually if we have to buy in hire items specially for your order).

Payment Terms: 50% deposit to be paid at time of ordering. Balance payable 3 to 4 weeks prior to delivery.

**Please Note:** If wedding flowers are required within 6 weeks of ordering, payment must be made in full and is non refundable.

**Payment by PayPal** - The delivery address of goods ordered must be the same address as the address registered to the credit/debit card that is used to make payment.

The remaining balance of the Bond paid on all hire goods ( vases, mirrors, centrepieces) must be paid prior to collection/delivery.

The **full** amount of bond paid is returnable only if the goods hired are returned undamaged.

The return method of postage of the goods hired is the responsibility of the customer. We strongly advise a recorded (signed for) delivery service or return in person.

For more information and advice, please see our frequently asked questions (FAQ's) page.