Forever Daizy's Terms and Conditions

Please read these terms and conditions carefully. By using this website/ordering, you are agreeing to comply and be bound by the following Terms and Conditions of use. Please do not use our website, or place an order if you disagree with any of these Terms and Conditions. Forever Daizy's reserves the right to make changes to content and prices of goods at any time without prior notice.

Your Order

For your order to be taken/delivered, you must provide full details of recipients name, delivery address (including postcode) and telephone number.

Products

Due to seasonal availability, we reserve the right to change some or all of your flowers/ foliages with a substitute of equal or greater value and quality without notice. The colourings of plant material may vary from that shown. To ensure longer life, some flowers may be delivered in bud. Flowers and plant material may be poisonous/harmful if eaten and may also cause skin irritation if handled. Please keep product out of reach of children and animals and always wash your hands after handling.

Payment

Payment can be made by cash and most major credit/debit cards. Payment by card will be debited when order is submitted. We will contact you if your order is rejected.

Cancellation

Bouquets & gift arrangements require 2 working days notice prior to delivery/collection for cancellation. Funeral tributes require 4 working days prior notice (not including Saturdays, Sundays & public holidays.) Amendments, cancellations or postponements of orders cannot be made within notice dates as your flowers will have already been ordered direct from Holland and other areas around the world. 28 days written notice is required for wedding order cancellations- wedding deposit is non-refundable.

Delivery

Local deliveries are made personally by us. Preferred am or pm deliveries can be requested but may not always be guaranteed, except funeral and wedding orders. Deliveries are made Monday- Saturday. We do not usually deliver on Sundays (except Mothering Sunday). For local deliveries, should the recipient be out at time of delivery, we will leave the product with a neighbour where available or the product may be returned to our studio. A card will be posted advising the recipient where their gift is. Flowers and plants sent to hospitals and business addresses may be delivered to the main reception. If gifts have been correctly

delivered, we cannot accept responsibility. Please check with hospital if they are happy to receive fresh flowers or plants. We will not be held responsible if we are unable to deliver due to incorrect or incomplete information supplied by you. Prices exclude delivery charge.

Force Majeure

Forever Daizy's shall not be liable for any delay or failure to perform our obligations when such failure or delay is wholly or partly caused by force majeure. This includes, but not limited to: accident, adverse weather conditions, earthquake, explosion, fire, flood, mechanical breakdown, natural disaster, storm, traffic congestion or obstruction to any public or private highway, riot, government act, war or terrorism.

Returns and Refunds

Flowers and plants are perishable goods and are non refundable. This does not affect your statutory rights. If you do have a complaint, please contact us within 2 days of receipt of product. Please telephone 01474 832200 if you encounter a problem.

Links to and from other websites

This website may include links to and from other websites. The links on our website are provided for our customers convenience to provide additional information only. Forever Daizy's are not held responsible for these websites. If you decide to access any of the third party websites linked to Forever Daizy's, you do so at your own risk.

Damages to your computer

Whilst every effort is made to ensure this website is free from viruses and faults, we cannot guarantee that this website, or other websites linked to this website, are free from computer viruses or other malicious computer programs and that use will not damage your computer/ device. It is your responsibility to ensure the right equipment is used to screen out anything that may cause damage. Forever Daizy's will not be held liable for any damage which may arise to equipment as a result of using this website.

These terms and conditions do not affect your statutory rights as a consumer.

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