

Terms & Conditions

Please read these carefully.

These terms and conditions apply to all interaction with Schoolhouse Flowers and, by accessing this website and/or by placing an order you agree to be bound by the terms and conditions set out below. If you do not agree to be bound by these terms and conditions you should not access this website or place an order with us.

Definitions

- "Conditions" means these terms and conditions including the FAQs on our website
- "Product" means any item sold by us
- "Personal Information" means the details provided by you;
- "We/us" means Schoolhouse Flowers
- "Website" means the website located at www.schoolhouseflowers.co.uk
- "United Kingdom" means England, Wales, Scotland, Northern Ireland and the Channel Islands.
- "You" means a user of our services.

Products

1.1 Certain products may be delivered in bud.

1.2 Some plants or flowers may be harmful or poisonous to humans or animals and should be used for decorative purposes only. None of our products are edible. Occasionally our arrangements contain fruit, nuts, berries or seeds - these are not edible. If you require further clarification please contact us in writing via our website contact form.

1.3 All products are subject to availability. In the event of any supply difficulties or substandard products being delivered by our suppliers, if we are using other sources for flowers, we reserve the right to substitute with an alternative product of similar value without giving you notice. If you have chosen specific flowers we will do our best to supply these however we do reserve the right to make an appropriate substitution. We will source flowers from alternative UK growers when appropriate.

Prices, orders and payments

2.1 All prices given in a written quote are valid for 14 days only. If the prices are not accepted within 14 days and the booking fee paid the prices may be subject to change.

2.2 A non-refundable booking fee of £60 is payable when you confirm you want Schoolhouse Flowers to design the flowers for your wedding or event. Paying this booking fee confirms you accept our terms and conditions. Please note that our FAQs form part of our terms and conditions. This booking fee will be taken off the final balance but is not

refundable if you cancel your booking for any reason. The final fee for weddings and events is payable in full 4 weeks prior to delivery of any items.

2.3 During any order submission you will be required to supply us with accurate personal details and accurate details of the intended recipient and all the necessary payment details. Once an order has been placed you are agreeing to our terms and conditions as laid out in this document. By viewing our website and placing an order you are agreeing to our terms and conditions.

Hired Items (where applicable)

3.1 A deposit is applied to all hired items – this reflects the cost if the item is lost, damaged or not returned in a clean condition. If the item is lost or damaged 100% of this deposit will be retained. If the item is returned and requires cleaning 25% of the deposit will be retained.

3.2 All hired items are to be returned within 3 days of the hire day. Items not returned in this period will be deemed to be lost and 100% of the deposit will be retained

3.3 Refunds of deposits will be made by BACS to the source account within 7 days of return of items

3.4 Each item has a hire cost. The deposit does not affect the hire cost.

3.5. A separate charge will be made for delivery and/or collection of hired items.

General

4.1 We reserve the right to supplement and amend the Terms & Conditions from time to time. Should any changes to Terms & Conditions be made we will post these online. It is your responsibility as the customer to view the Terms & Conditions each time you place an order. We also add to or alter our FAQs from time to time.

4.2 We shall ensure that we comply with the requirement of all current data protection legislation including, without limitation, the Data Protection Act 1998 (as replaced, modified or re-enacted from time to time). We shall only use personal data received from you for fulfilling our obligations under the Terms & Conditions unless otherwise agreed.

4.3 Your purchase will be deemed to have occurred in the UK. These Terms & Conditions shall be governed by and construed in accordance with Scottish Law and the parties agree to submit to the exclusive authority of the Scottish courts.

4.4 We reserve the right to use photographs or videos of all our work on all forms of media including social media. We will not use any photographs or videos prior to the wedding or event.