

General Terms and Conditions

Welcome to Precious Flowers. Please read these terms carefully, by using this website you are accepting these terms.

Precious Flowers is an internet business only and is not a shop. All orders are placed over the phone or via email. You, the customer, is always given confirmation that your purchase is successful and the address, delivery date & time will be confirmed with you. It is your responsibility to check that the information that we have is correct.

Precious Flowers is not VAT registered.

Our contact details are 5 Wilmington Avenue, Orpington, Kent, BR6 9BJ – 01689 619 068

Funeral Flowers

All funeral tributes are subject to availability, Precious Flowers reserves the right to change all or some of the contents or packaging with an item of equal or greater value without notice. Due to seasonal and local availability of flowers and products we cannot guarantee that the contents of your delivery will always match identically what is shown on this site. In the unlikely event that your colour choice is not available we reserve the right to replace it with the closest available. You will be notified if there are to be any changes to the ordered tribute.

You may request bespoke/unique arrangements of which it is likely that Precious Flowers can supply, however we do reserve the right to refuse any order.

Functions & Weddings

Due to the individual taste of each client, the flowers for these events are arranged on a one to one basis at the client's home or a venue of your choosing. Precious Flowers will suggest ideas, show previous work and invite you, the client, to give input whether it is from a magazine or an imaginative idea.

Orders

All funeral flower orders are taken over the phone and are to be paid using any of the card types shown on the 'Home Page'. You will be required to give all card details requested, address details of card holder, delivery address and date of delivery. If there are any problems with the transaction, you will be notified at the earliest opportunity. Please note that there is no additional charge for using Credit Cards.

Payment for functions or weddings can be done by cash, cheque or by secure payment over the phone using your debit or credit card. 50% of the total fee will be required to secure your order.

All phone orders are processed using Worldpay. All customer details are shredded once finished with, assisting in preventing identity fraud.

We normally require 3 days to process and deliver a funeral tribute order. However, we may be able to complete an order quicker. Please ring for information.

Local delivery is free of charge, but Precious Flowers reserves the right to add a delivery fee if we feel that the delivery address is not local (within 10 miles of Orpington). You will be notified when placing your order.

Prices

Prices for the funeral flowers shown on the website may differ should you require alterations/additions. You will be notified when ordering.

Wedding and Function prices are quoted on an individual bases. You will be provided with a written quotation via letter or email. Your order will be accepted and processed on receipt of cleared funds.

Delivery

If the recipient is away at the time of delivery a card will be left to notify them of an attempted delivery, we will if possible leave the item(s) with a neighbour, the card will notify them where they have been left, or the recipient will be required to call to arrange redelivery.

We cannot deliver to P.O.Box addresses.

Please ensure you supply the full and correct delivery details, including full post code. We will not be held responsible for any orders that are not delivered due to incorrect or incomplete details being supplied by you.

A signature is required for all deliveries.

Neither we or any courier or postal service that we use shall be liable for any failure to perform, where such failure or delay results from any circumstances outside our reasonable control including but not limited to any fire, flood, explosion, accident, adverse weather conditions, traffic congestion, mechanical breakdown, obstruction of any private or public highway, riot, government act, act of war, terrorism, act of god or from any industrial dispute or strike.

Cancellation

A cancellation of funeral tributes must be done 3 days before delivery date. Cancellations received before this time will warrant a full refund to card used to make the purchase. Cancellations made within 3 days of delivery may be entitled to some refund but not all. The amount refundable is down to the discretion of Precious Flowers and is dependant on materials already purchased for the order.

Cancellation of Wedding and Function orders will warrant a full refund if no items are purchased by Precious Flowers for the event. Total amount refundable is at the discretion of Precious Flowers and is dependant on items already purchased.

As flowers are perishable goods they are non-returnable. This does not affect your statutory rights.

Customer Service

It is extremely important to us that we provide you, the customer with excellent customer service so that you would feel happy to use us again and/or recommend us to friends or family. In the unlikely event that you are not happy with the service that you have received, please write to us via letter or email with your contact details and we will investigate your complaint ASAP.