

1. General

- 1.1. All orders placed with Langton Flowers are subject to the following terms and conditions.
- 1.2. Please telephone if you have an emergency order. We cannot monitor emails and social media requests all the time.
- 1.3. If you require specific flowers please telephone at least 48 hours before delivery is required. Langton Flowers stock a lovely variety in store, and we endeavour to cater to all requirements.
- 1.4. Communication through email or social media is not always reliable, so please call where possible so that messages are not missed.
- 1.5. VAT is inclusive, and charged at 20%.

2. Payment

- 2.1. We accept most credit and debit card payments, including American Express. You may send and pay for flowers over the phone by calling us.
 - 2.1.1. Payment is required before any flowers can be taken from the shop or before they are delivered (unless on account and previously agreed).
- 2.2. Payment can be taken in store, over the phone or via bank transfer. If this is not possible, customers may send over their card details via email, however the security of this cannot be guaranteed.
- 2.3. Orders on account - Payment terms are set on a case by case basis. Please abide by the payment terms set at the point of ordering.
- 2.4. If payment is not made by the due date, a fee of £12.00 will be charged for every 14 days elapsed past the due date.
- 2.5. Further orders cannot be placed if there are outstanding payments.

3. Deliveries;

- 3.1. Orders can be delivered on specific dates where applicable, and same day delivery is available depending on availability and location.
- 3.2. We will need full delivery details at the time of placing your order. Please give us as much detail as possible.
- 3.3. If the delivery location is somewhere remote, we may ask for a recipient contact telephone number. This will only be used if we have difficulty finding the address.
- 3.4. No timed deliveries - except for funeral tributes and weddings.
- 3.5. If the recipient is not home we will do one of the following;
- 3.6. If a neighbour is home we will try and leave the flowers with them providing they are willing to take responsibility for the delivery.
- 3.7. If there isn't a neighbour home, we will try to leave them in a safe & sheltered location at the address. (weather dependent)
- 3.8. Failing this, we will return the flowers to the shop and await contact from the recipient.
- 3.9. We will leave a card at the delivery address explaining what we have done. If the flowers have been returned to the shop, we will not attempt redelivery until we have been contacted by the recipient.
- 3.10. Langton Flowers are not responsible for theft or damage of flowers if left.
- 3.11. Delivery charges apply within Mildenhall and surrounding villages. Charges vary.

4. Quality Guarantee

- 4.1. We take care of our flowers and ensure freshness and quality at all times. When flowers arrive at our shop, they are all thoroughly conditioned and kept in freshwater.
- 4.2. We do not guarantee a set lifespan for flowers, as all blooms vary. However, if flowers are properly conditioned and recipients follow the care instructions provided, we believe flowers will be enjoyed for approx. 5 days.
- 4.3. What we do guarantee is that we will provide you with beautiful flowers to fulfil the design parameters set by the customer

5. Wedding Flowers

- 5.1. Flowers are an important part of someone's wedding, and Langton Flowers pride themselves on providing a friendly and professional service.
- 5.2. All couples will have a consultation in which the customer and Langton Flowers will discuss the customers requirements. Following this, a detailed quote will be provided, outlining the details of the designs to be provided and their cost. There will be examples of flowers given, unless flowers have been specifically requested.
- 5.3. It will be clearly stated if this is an estimate or quote. Estimates are liable to change.
- 5.4. Estimates are provided when the customer is unsure on what they are wanting for their wedding flowers, and are used as an initial guide for the customer. Estimates will become Quotes when details are more refined
- 5.5. Quotes are valid for 14 days from when they are received. Your date is reserved for that 14 days, and you will be given first refusal of the date.
- 5.6. After that 14 day period, we are entitled to revise the prices quoted and release the date for other bookings.
- 5.7. Requoting may be necessary if drastic changes to designs are made. E.g. if the customer wishes to introduce another flower variety that was not previously accounted for that requires specific ordering.
- 5.8. Upon booking, a **non-refundable deposit** is required. This deposit secures your wedding date in our diary (as we only take a maximum of 2 weddings [size depending] on one day) as well as covering the work that goes into the quotation period. If it is deemed necessary, this deposit can be moved for another date (availability depending). Refunds are only given in exceptional circumstances.
- 5.9. Deposit amount will vary depending on booking - minimum of £100 - Maximum 50% of total bill.
- 5.10. As standard, we have a £500 minimum order. This is to limit a waste of time and resources. There is some flexibility in this, but it is on a case by case basis at the owners discretion.
- 5.11. It is preferred that the customer have a minimum of 70% of the flowers agreed on their quote. If any large cutbacks are made after the deposit has been paid, Langton Flowers reserves the right to re-quote to account for these changes. This would be done in advance of the final balance being due and given in writing.
- 5.12. By paying this deposit you are entering a contract with Langton Flowers.
- 5.13. Langton Flowers will fulfil the details agreed between the company and the customer. However, Langton Flowers reserve the right to adopt alternative flowers if needed. These will still fit within the design and colour parameters set out within the quote. This will be done with the customer's consent where possible.
- 5.14. In the case of illness or accident, Langton Flowers will seek to have an alternative delivery method.
- 5.15. If Langton Flowers are unable to provide you with your wedding flowers, we will notify you at the earliest possibility. A full refund (minus any non-refundable deposits) will be issued.
- 5.16. If the customer wishes to cancel their wedding flowers, they must give reasonable notice. Payment is not due until 7 days before the wedding date. If any partial or full payment has been made prior to this date, the customer is entitled to a refund (minus any non-refundable deposits). If any pre-ordering has been made to ensure delivery of specific flowers, the customer may be liable to this cost.
- 5.17. If wedding flowers are booked less than a month before the wedding date, the full balance will be due to secure your date in the diary. This will be non-refundable.
- 5.18. If a cancellation is made within 7 days of the wedding, and the balance has been paid, the customer may not be entitled to a full refund.
- 5.19. Any cancellation must be given in writing at the earliest possibility.

- 5.20. The customer is responsible for any hired items that are used for their wedding. If there are any broken items upon collection by Langton Flowers, the customer will be charged accordingly.

6. Returns & Refunds

- 6.1. Because of the perishable nature of our products you are advised to make any complaint within 1 working day of the delivery of your flowers. The flowers and original packaging along with a receipt must be returned to the shop. Where possible, we will replace the flowers to the same monetary value. If this is not possible, we will issue a credit note to the equivalent monetary value. Refunds are given at the discretion of the management.
- 6.2. A refund may be issued if Langton Flowers is unable to provide the service that was originally agreed, or if an order is cancelled in advance (see sec.7).

7. Orders on account

- 7.1. Accounts can be set up with customers on a case by case basis.
- 7.2. Invoices are sent to an agreed email address once orders are received.
- 7.3. Payment terms are set depending on each customer and the nature of the order.
- 7.4. Payments are due by the dates noted on your invoice.
- 7.5. Receipt of payment will be sent to the agreed email address.
- 7.6. We will endeavour to send invoice reminders regularly.
- 7.7. Payment details are provided on the invoice. This includes bank details for BACS payments, alternatively payments can be made over the telephone or in store.
- 7.8. If payment is not made by the due date, a fee of £12.00 will be charged for every 14 days elapsed past the due date.
- 7.9. No further orders can be placed if any outstanding payments remain on your account.
- 7.10. Orders placed on account are subject to and are in agreement with all other terms and conditions.

8. Cancellations

- 8.1. Cancellations must be made a reasonable time ahead of your agreed order date. Failing this, you may not be entitled to a refund. For any orders over the value of £100 please see section 7.4.
- 8.2. Langton Flowers cannot be held responsible for events that are out of their control i.e. Force Majeure. (Severe weather, failed delivery, Channel closures, strike action etc)
- 8.3. If there are any problems regarding your order/delivery, we will contact you directly as soon as possible to arrange a solution

8.4. Large quantity Pre-Orders

8.4.1. Any pre orders made over the wholesale value of £100.00 require a minimum of 7 days notice for cancellation.

8.4.2. Full payment is still required if your order is cancelled less than 7 days before the order date. This is due to pre-orders being sent to our wholesalers 7 days in advance of the order date.

9. Funeral Flowers

- 9.1. We will create designs that are agreeable with the customer.
- 9.2. We cannot provide images of exact designs, as all items are made bespoke to the customer. We will show example images where possible, to illustrate a design idea.
- 9.3. As flowers are a natural product, colours may vary from those seen in photos.
- 9.4. Langton Flowers will fulfil the details agreed between the company and the customer. However, Langton Flowers reserve the right to adopt alternative flowers if needed. These will still fit within the design and colour parameters set out within the quote. This will be done with the customer's consent where possible.
- 9.5. For designs being delivered for a funeral, we require the following details ; Name of deceased, funeral director, date and time of funeral. Funeral tributes can be delivered to a home address if agreeable with the family and funeral director.
- 9.6. We will confirm delivery details with the funeral director.
- 9.7. Langton Flowers cannot be held responsible for events that are out of their control i.e. Force Majeure. (Severe weather, failed delivery, Channel closures, strike action etc)
- 9.8. If there are any problems regarding your order/delivery, we will contact you directly as soon as possible to arrange a solution
- 9.9. Amendments can be accommodated where possible. We ask that amendment requests are made no later than 7 days before the wedding. Any requests made less than 7 days before the funeral may not be possible.
- 9.10. In the event the customer wishes to cancel an order, it must be done no later than 7 days before the funeral date. If full/partial payment has been made, a refund will be issued, minus the cost of any pre-ordered materials for bespoke tributes. Cancellations must be made by email or telephone.
- 9.11. If a cancellation is made less than 7 days before the funeral, and full/partial payment has been made, the customer may not be entitled to a full/partial refund
- 9.12. If Langton Flowers are unable to provide you with your flowers, we will notify you at the earliest possibility. A full refund (minus any non-refundable deposits) will be issued.