

# Louise Florist Terms & Conditions

## Products

- **1.1** All products as depicted on this website (as may be varied from time to time) are available almost everywhere in the UK, Channel Islands, Republic of Ireland and Isle of Man - or as otherwise directed.
- **1.2** Certain flower and plant products may be delivered in bud to ensure longer life.
- **1.3** Some flower and plant products may be harmful or poisonous (lilies in particular can be extremely toxic to cats), if you require further information before submitting an order please contact us before place our order.
- **1.4** All products are subject to availability. In the event of any supply difficulties, we reserve the right to substitute with a product of equivalent value and quality without notice.
- **1.5** In the event that we are unable to supply all or part of your order (the product or any substitute product to you at all), we shall notify you as soon as possible and reimburse your payment in full no later than 30 days after the intended delivery/collection date.
- **1.6** We are unable to offer Champagne or other Finishing Touch items with products ordered from selected ranges, this will be made clear when placing your order.
- **1.7** Products are delivered next day unless other delivery date or service is selected.
- **1.8** Selected products are not available for same day delivery or other special delivery services. Further information regarding product availability and delivery options will be presented when placing your order.
- **1.9** We guarantee the freshness of your flowers for 7 days from the date of delivery/collection.

## Alcoholic gifts

- **2.1** Under the Licensing Act of 1964 (UK) and 1976 (Scotland) it is an offence for any person under 18 years to buy, or attempt to buy, alcoholic liquor. It is an offence under Sections 32 and 33 of the Intoxicating Liquor Act 1988 (Ireland) for any person under 18 to buy, or attempt to buy, intoxicating liquor. It is an offence under Licensing (Northern Ireland) Order 1990 for any person under 18 to buy, or attempt to buy, intoxicating liquor.
- **2.2** Alcoholic gifts are distributed to selected areas in association with a licensed third party, for further information regarding our suppliers contact our Customer Contact Centre.

## Prices

- **3.1** Prices listed within the Interflora Service are valid for a maximum of 14 days of submitting your order.
- **3.2** Prices include VAT for deliveries within the UK, Republic of Ireland and Channel Islands.
- **3.3** Except where stated product prices exclude Delivery.
- **3.4** Product prices for items requiring delivery outside of the UK, Republic of Ireland and Channel Islands exclude transmission or delivery charges.

## Orders / Payment

- **4.1** You will be given clear instructions to navigate the order process and will be required to provide us with your complete personal details, including accurate postcode, together with those of the intended recipient and all necessary payment details.
- **4.2** We accept payment by and all major credit and/or debit cards, other than Diners or American Express department store cards and any other credit and/or debit cards as we may specify from time to time.
- **4.3** By clicking on the 'place order' button at the end of the order process, you are consenting to be bound by our terms and conditions contained in these Terms and Conditions.
- **4.4** Submitting your order is subject to our acceptance of this offer. We will send an email confirmation of your order details to advise that we are processing your order via the email address you provide. We will not consider ourselves bound by a contract with you until we have issued this email confirmation.
- **4.5** We cannot accept orders from customers under the age of eighteen (18) years.