

Butterflies of Blairgowrie
Standard Terms & Conditions
(Weddings etc. see separate terms & Conditions)

By placing an order or purchasing products from Butterflies of Blairgowrie you are agreeing to the following terms and conditions.

If you have any questions, comments or complaints about our terms and conditions please let us know at the time of placing your order or when purchasing any of our products.

1. All products are subject to availability. We reserve the right to substitute flowers if they do not meet with our high quality standards.
2. If you wish to make changes to your order you must inform us right away. For Funeral orders you must inform us at least two (2) days prior to the funeral day. Changes to delivery address or messages must be made at least four hours prior to the agreed delivery time. We can't guarantee to be able to make changes after that time.
3. We will only accept cancellations of orders when cancelled up to two days before the delivery/collection date; this is particularly so with Funeral orders.
4. No orders will be processed/delivered or collected unless payment has been received in full.
5. Delivery charge: £5 standard within a 10 miles radius. Please ask for amounts charged for further away deliveries and Wedding deliveries.
6. We will endeavour to do deliveries at the agreed time; if this is not possible due to circumstances out with our control we will inform you. All deliveries are subject to location, road and weather conditions. We will not be held responsible if delivery cannot be made due to extreme weather conditions or bad country roads.
7. If we can't deliver to the recipient we'll leave the order in a secure place or with a neighbour, when possible, if this is not acceptable you must inform us at the time of ordering.
8. Some Hospital Wards etc. don't accept flowers. Please ensure that the one you are sending flowers to, does. We cannot accept responsibility for 3rd parties not accepting deliveries of flowers; your order will still stand in this instance.
9. Complaints/returns must be made within 24 hours of purchase and we need to see the product you are unhappy with in order to deal with your complaint promptly due to the perishable nature of flowers/plants.
10. No cash refunds are given.