

Butterflies of Blairgowrie - Designer Florist

Terms & Conditions of Business

The following terms & conditions are applicable to all services and products provided by Butterflies of Blairgowrie (designer florist) trading from their premises at 2 Coupar Angus Road in Blairgowrie, including any products ordered over the internet or via telephone, or by any other means.

1. Products:

1:1 – All our products are subject to availability and will vary with the seasons.

1:2 – Some of our naturally grown flowers have a shorter vase life than commercially grown varieties. They may also have small marks, as they have been grown exposed to the elements and without any chemicals or pesticides. Please contact us if you have any queries.

1:3 – Some flowers & plants are harmful if consumed, we accept no liability for any harm caused by inappropriate use of any of our products.

1:4 – You are required to advise us of any allergies suffered by yourself or any intended recipient and anyone else in close proximity to our products to allow us to provide suitable products that will cause no allergic reactions. If we are not advised of allergies we will not accept responsibility for any reactions caused by products bought or received from us.

1:5 – Some flowers or their pollen may cause staining. Although every effort will be made on our part to prevent this, care and attention must be exercised when handling flowers and we will expect a certain degree of responsibility and common sense on your part. We are in no way responsible for the use/misuse of any of our products.

1:6 – All designs created by Butterflies of Blairgowrie shall remain our property unless it is a design created by the customer. We reserve the right to change our designs if we consider that doing so will improve them or if the changes are necessary due to the flowers not being available or their condition not being to our satisfaction. We only use flowers that are in the best possible condition.

2. Consultations:

2:1 - Consultations are available free of charge at our premises in Blairgowrie. Consultations out-with our premises are available subject to a mileage charge.

3. Estimates: Normally given for events more than 3 months in the future.

3:1 - Estimates are provided upon consultation and are free of charge.

3:2 - Estimates are open to minor fluctuations to allow for variance in stock prices, this is within a pre agreed limit, decided at the time of consultation.

3:3 – Changes to your requirements are possible up until 14 days prior to the event (unless the flowers/sundries have been specifically grown or bought for your event-in this instance all items ordered must be paid for in addition to any other items you require), any changes may mean a new estimate is given to reflect the differing values of different flowers.

3:4 – Binding Quotations are only available for events less than 3 months in the future, after the estimate has been given and the deposit paid a further meeting shall be arranged at the 3-month stage and a fixed quotation will be supplied.

4. Quotations: Only given for events less than 3 months in the future.

4:1 - Our quotations are worked out to include all expenses that you will be charged for to cover your event.

4:2 - Changes to your requirements are possible up until 14 days prior to the event (unless the flowers/sundries have been specifically grown or bought for your event-in this instance all items ordered must be paid for in addition to any other items you require), any changes may mean a new quotation is given to reflect the differing values of different flowers/sundries.

5. Deposit:

5:1 – No bookings will be accepted until payment of a deposit has been received. The deposit will be £100 or 50% of the total estimate whichever is the greater. This deposit will be deducted from the final bill and is non-returnable.

6. Payment Terms:

6:1 - Payment is accepted by cash or personal cheque supported by a valid guarantee card, for international orders payment is also accepted via Paypal & money order.

6:2 – Orders under £100 must be paid in full at time of ordering. Events costing over £100: the non-returnable deposit must be paid at time of ordering, the remainder of the balance is payable in two further instalments of 50% of the remaining balance, the first of this two is due no later than 6 weeks prior to the event, the final payment must be made at least 14 days prior to the event.

6:3 – No orders will be fulfilled until full payment has been received.

7. Delivery:

7:1 – Please specify the exact details of the place where delivery is to be made to; the correct postcode and contact telephone number are essential in case of difficulties during delivery as well as the name of the recipient/s.

7:2 – Delivery charge will be included in your quotation. All deliveries are subject to location and may be affected by extreme weather conditions. In the event of extreme weather conditions we will not be held responsible for late/delayed deliveries.

7:3 – A signature will be required upon delivery.

8. Cancellations.

8:1 – Cancellations up to 14 days prior to your event will be accepted in writing and will incur no extra cost to yourself other than the loss of your deposit, unless we have already bought specially requested containers/sundries or planted flowers, in these cases the specially bought items must be purchased over & above the deposit paid.

8:2 – Any products cancelled within 24 hours of your event will be subject to full charge.

9. Storage & Carriage after collection/delivery.

9:1 – On your collection or our delivery you will be given the opportunity to check the condition of the flowers provided, if you have any concerns you must make these known at time of collection/delivery. Your acceptance of the flowers upon collection/delivery will be taken as confirmation of your satisfaction with the product/s supplied.

Flowers by their nature are perishable items, you will be given guidance on how to care for your flowers/plants but once in your care the flowers/plants are your responsibility.

To care for them they must be kept in fresh water & away from sources of heat & away from direct sunlight. Keep any fruit away from your flowers.

We are not responsible for any damage caused to your flowers once you have taken delivery of them.

10. Complaints.

10:1- Because of the perishable nature of our floral products, and in order to help us resolve any complaints quickly and to our mutual satisfaction, you must make any complaint within 1 working day of delivery/collection. We will require seeing the flowers at the time of the complaint to allow us to deal with your complaint in a timely manner.

We reserve the right to amend or add to these terms and conditions when necessary and it is the customer's responsibility to read and understand the terms and conditions or request clarification.