Copper Green 24 Wells Road, Radstock, BA3 3RP

Sale of Goods

These terms govern the sale of goods available on our Site.

The following goods are available on our Site:

* Decorative flower arrangements for use at functions such as weddings;
* Floral wreaths and gift decorations; and
* Online workshops.

We reserve the right to modify, reject or cancel your order whenever it becomes necessary. If we cancel your order and have already processed your payment, we will give you a refund equal to the amount you paid. You agree that it is your responsibility to monitor your payment instrument to verify receipt of any refund.

Quality of the goods

All goods that you buy from our site will:

* be of satisfactory quality
* match their description on the website
* [correspond with the samples that we send you;]
* be fit for the purpose for which goods of its kind are usually supplied.

We may, if reasonably necessary, change your order as a whole or in part but if we do so, we will let you know as soon as practicable and the reasons why we felt we had to make the change. If you are not happy with the changes we have made, we will refund all or part of your payment for the order to reflect the changed items.

Our workshops will be delivered by someone who is appropriately skilled and experienced and will be in accordance with the description on the site and any other documentation that is sent to you before you make your order[[1]](#footnote-1).

Payments

We accept the following payment methods on our Site:

* Stripe
* BACS transfer

When you provide us with your payment information, you authorise our use of and access to the payment instrument you have chosen to use. By providing us with your payment information, you authorise us to charge the amount due to this payment instrument.

Unless agreed with us otherwise, you must make payment in full before we dispatch any goods to you.

Delivery

When you purchase goods from our site, we will deliver them through the following methods:

* **Flower arrangements**. I will deliver them personally to the location and at the time and date agreed with you [and position and arrange them as agreed[[2]](#footnote-2)].
* **Wreaths and gift decorations**. These will be sent by the method set out on the site. We aim to dispatch your goods within 5 days of receiving your payment (unless stated otherwise on the site: as is, for example, the case with Christmas wreaths).
* **Workshops**. I will attend your home (or any other place that we agree) at the agreed time to deliver the workshop.

If you live outside the UK, please contact us directly with your order as we may not be able to fulfil export orders at this time.

If things are not as you expected

General right to cancel and get your money back

When you order through our site, you have the right to change your mind, to cancel your order and receive a refund within 14 days of the date on which you received the goods you ordered.

If you wish to cancel your order, you can let us know by sending an email to [insert email address] or by writing to us at [insert postal address].

You will have to meet the cost of returning the goods to us and they should reach us in the same condition as they were received by you. If the goods in question have been handled or used more than is necessary to assess them, we may make a reasonable reduction in the amount that we refund you.[[3]](#footnote-3)

We will process your refund quickly and will credit back to the same payment method that you used in the first place within 14 days of receiving the goods back from you. If you exercise this right to cancel before we dispatch the goods to you, we will refund within 14 days of receiving your notice to cancel.

Please be aware that this right to cancel does not apply to:

* Anything that we have customised in accordance with your instructions or otherwise personalised for you; nor to
* Goods that will deteriorate or expire rapidly[[4]](#footnote-4).

If the goods you receive are faulty

If, when you receive them, the goods are faulty or otherwise do not meet the standards set out in the “Quality of the goods” section above, let us know and we will arrange for replacement goods to be sent to you or, if you prefer, a full refund. You can let us know by sending an email to [insert email address] or by writing to us at [insert postal address]. In this case, the original goods will be returned at our expense.

Our ability to deliver to your expectations relies to some extent on your cooperation. We will not be liable for anything that arises as a result of any input that we get from you including (but not limited to) delivery address, specific instructions or requests from you with respect to personalisation or customisations (provided, of course, that we follow those instructions or requests) or from you using the goods for a purpose that goods of that kind are not usually used.

We will also not be liable for anything that is beyond our reasonable control, such as the postalservice.

1. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)
3. [↑](#footnote-ref-3)
4. [↑](#footnote-ref-4)