

TERMS AND CONDITIONS

Please review the following terms and conditions before placing your order, by processing and placing an order with Wauchope Colonial Florist you are acknowledging that you are agreeing to and understand all our terms and conditions of ordering.

PAYMENT:

Full payment of your order must be processed prior to the date of the order or prior to the shipment of order address. Please note that your order will be cancelled if full payment is not made.

REFUNDS:

At Wauchope Colonial Florist we endeavour to use the freshest and best quality flowers for every order. However, if a customer isn't completely satisfied with their flowers, they need to contact us within 48 hours of receiving their flowers. With the return of the original flowers, we will discuss the options that best suit them, whether it's a replacement of the flowers or a refund. Customer feedback is very important to us and if there is a problem we'd love to hear about it so we can resolve it as soon as possible.

TERMS:

Wauchope Colonial Florist reserves the right to refuse refunds if in the events of but not limited to; complaint notice more than 48 hours from date of order, the items have been damaged after purchasing due to mishandling from the recipient/customer, customer simply changed their mind, request due to substitution of similar product.

IN STORE REFUNDS:

Refunds for in store purchases may be processed through the original credit card for which the order was purchased, or by EFTPOS which the customer must be present or a store voucher may be given when required.

ONLINE ORDERS:

Refunds for online purchases will be processed through the original credit card for which the order was purchased.

TELEPHONE ORDERS:

All refunds for orders placed over the telephone will be credited back to the original credit card on which the order was purchased.

CANCELLED DELIVERY:

Please note that we are unable to give refunds less than 2 hours notice prior to the scheduled delivery time as the order may have already been sent for delivery. Please contact us immediately and we will try our best to arrange a cancellation for you.

CANCELLATION:

For a full order cancellation we require notice of at least four 24 hours prior to the date of the order; in order to cancel the orders placed with our floral and craft suppliers. We need time to cancel excess quantities ordered and our suppliers need time to reallocate and or on sell that ordered stock elsewhere.

Cancellations received within less than 24 hours notice prior to the scheduled delivery date may incur a fee depending on the circumstances. Cancellations received with more than 24 hours notice prior to the scheduled delivery date will incur no fee and full refund. Unfortunately, we are unable to cancel orders that have already left and are with our courier awaiting delivery, address details can be changed.