



TERMS AND CONDITIONS

At Flowers by Alexandra we want to ensure that we give the best service available to our customers. Our Terms and Conditions cover all aspects to avoid any disputes with our wedding flower contracts. Please email us at info@flowertheory.co.nz for any queries regarding our terms and conditions.

QUOTES AND ESTIMATIONS: A quotation for the cost of your wedding flowers will be sent out to you soon after your initial consultation. This is a guide price only and will be subject to change following the detailed consultation to account for any changes you make nearer to the wedding day and reflect the market cost of the flowers at the time of ordering.

A maximum of 2 free consultations will be provided prior to making a booking for your wedding flowers. Additional consultations will be charged at an agreed hourly rate until your booking and deposit are received.

DEPOSIT: When a wedding date is booked, we charge a \$200 deposit. This saves the date. If, for any reason you decide to cancel your wedding this deposit is non-refundable. If you decide to postpone your wedding we will hold your deposit until your wedding goes ahead. The \$200 deposit is subtracted from your final wedding invoice. Payment of deposit is an acknowledgement of our Terms and Conditions.

PAYMENT: The final invoice for your wedding flowers will be issued to you after your detailed consultation. The final payment must be paid in full 30 days before the wedding. Flowers by Alexandra reserves the right to cancel any wedding flowers, if payment is not made by this date. We are not obliged to offer any compensation for inconvenience caused.

Upon receipt of the final invoice for payment we will send a final copy of the order. We will ask you to check this carefully, sign and return one copy to us as confirmation that the order is correct.

CANCELATIONS AND REFUNDS: If after your final payment has been received you choose to reduce the total cost of the flower order you will be refunded 50% of the cancelled items in full settlement. As we will be unlikely to take a booking of value so close to an event date and may have turned work away due to the original intended workload.

If through illness or for reasons beyond our control none of our florists are able to finish your wedding flowers we will employ a free-lancer or pass your order to an available florist who will work to our quoted prices.

HIRED PROPS AND VASES: If you are hiring any equipment/ props/ vases with Flower Theory, a pre-agreed damage deposit will be payable by separate PayPal Arrangement or via the banking system before the wedding. The amount will be refunded upon safe return of the said items. All hired items are to be returned within 48 hours. The hire charges do not include delivery and collection charges unless otherwise agreed prior to hiring. Collection of hired items can be arranged as a chargeable extra.

Charges will be made for any glassware returned cracked, chipped or broken. Replacement of goods is charged at the current purchase price, it is then the responsibility of the hirer to reclaim any of these costs from the venue if the venue was at fault.

DELIVERY AND SET UP: Where 'set up' and 'take down' at the venue is required, this will be charged at an agreed rate per hour. Liability insurances and risk assessments are available at your venues request. When wedding flowers have been delivered we require a signature.

Removal of all flowers from the venue is your responsibility unless previously arranged and included in our quote.

DETAILS AND AMMENDMENTS: Only the Bride and Groom/ appointed person (where agreed) for wedding flowers may make any amendments to the flower order. We suggest the final details of the wedding flowers should be made approximately 5 weeks prior to the wedding date, before the minimum balance is settled. If you have a family wishing to choose their corsage colours for example this will have to be communicated to us through either the bride and groom in writing, in person or via email.

ADDITONAL TERMS: Fresh flowers are a living product and are dependent on weather conditions, stringent quality checks, and influences beyond our control. On exceptionally rare occasions we may have to substitute a specific flower or foliage. If this happens we reserve the right to source a similar flower/foliage, and we hope that you trust our judgement to make any necessary substitutions and know that it is in your best interests for us to do so.

Any mock bouquets made for you, along with any designs, sketches and photographs of our work we allow you to view and/or take away with you are subject to copyright laws (NZ Copyright Act 1994) and therefore you are not permitted to show them to, or allow them to be copied or used by any other florist or floral designer without the express consent of Flowers by Alexandra . If you choose not to use Flowers by Alexandra to provide your wedding flowers, any designs, sketches and photos must be returned without being copied.

We will not be held responsible for any injuries or damages sustained as a result of broken glass, materials or dyes that may be used to colour the water for you. Liability is limited to the supply of goods only. No responsibility will be accepted for any consequential loss.

When you place an order with us or make an online enquiry we gather certain information which you submit, including an address and contact details that we require to action your request. We will

not sell, lend or disclose your information to any third party other than for the dispatch of your order.

PHOTOGRAPHS: Flowers by Alexandra reserves the right to take photographs of flowers and the setting prior to the wedding which may be used for promotional purposes.

For any queries with the terms and conditions please contact us at info@flowersbyalex.co.nz