



Dear Valued Customer,

Thank you for choosing Wedding Flowers By Helena (Flowers By Helena) to create your beautiful florals. Below is outlined a couple of things to remember with our services. This is divided into two parts, first being specific to weddings and the second being for local flower deliveries. Please read carefully as you are agreeing to these terms and conditions when you engage our services.

### Terms of Service & Privacy Policy - Weddings

- Any personal information we collect will only ever be used by us. We will not disclose any of your personal information to anyone other than Wedding Flowers By Helena staff without your prior consent.
- While we take extra care to provide you with the best quality flowers at the best price, we cannot guarantee exact matches of colours and flowers. Flowers are natural beauties and no two are the same!
- Some flowers are seasonal. We will bend over backwards and jump through hoops for you to get the flowers that you want, but sometimes even we cannot make them grow when we want them! But rest assured that we will use a close substitute if necessary, and they will still look amazing!
- Quotes are valid for 14 days. After this time, prices may vary. Once a 20% deposit is paid those prices are fixed then for your original wedding date.
- 20% deposit is non-refundable.
- In the event of a postponement, we will work with you and do everything we can to be available for your new date. However, prices may vary.
- Cancellations must be received at least 3 months prior to your booked wedding date to be eligible for any reimbursement. Due to the nature of our business, we cannot offer refunds after this time.
- When hiring your decorations from us through our Floral Hire Service, please be as careful as possible to avoid damages. These babies are expensive! You will be responsible to pay for any damage or breakages at full retail value.
- Lastly, we want nothing more than to help you create your dream wedding! We will do everything to your direction, but sometimes wires get crossed in translation. Again, rest assured that we aim to please! We will listen to your heart's desires, (read your mind if we have to!) and will do everything we can to make your dreams come true. Sometimes it may not work out exactly as you wanted, but we will work with you to get it pretty jolly close!

We want you to have the most amazing experience in the lead up and at your wedding. We love going above and beyond for our Brides and Grooms. If you do have any concerns, we are here to help. By engaging our services, you agree to these Terms of Service & Privacy Policy.

We are so excited to get started making your dreams a reality! Thank you for the privilege of being part of your wonderful wedding! Sincerely, Helena

**Helena Cantwell**  
Specialist Wedding Florist & Stylist

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Rosenthal Heights 4370  
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## Terms & Conditions – Local Flower Deliveries

### Disclaimer & Legals

All customers of Flowers By Helena agree to abide by the following terms and conditions. Flowers By Helena reserves the right to change these at their discretion.

### Covid-19 Policies and Procedures

As the global outbreak of Coronavirus (COVID-19) continues to evolve throughout the world, our team at Flowers By Helena are taking steps to minimise the risk of exposure to our homeland, here in Australia.

We have introduced additional health and safety protocols to take care of our team, valued customers and lucky recipients.

These recommendations have been implemented with regard to suggestions made by the World Health Organisation and Australian Government bodies, including but not limited to:

- Delivery drivers have been given 'authority to leave' for all deliveries, and will leave gifts in a safe spot if available
- Delivery drivers will still contact the recipient on delivery by knocking on the door or providing their name at reception
- Delivery drivers are regularly sanitising hands during delivery runs
- Additional workspace cleaning and staff hygiene practices across all of our team
- Expanding physical space between all of our team, as well as our floral and office workstations
- Mandatory self-isolation periods for all staff returning from overseas travel

We are committed to ensuring we can deliver the most beautiful premium flowers to our customers!

### SUBSTITUTIONS

#### Our Policy

As flowers are a natural product and subject to seasonal and practical availability, it may be necessary for Helena to make substitutions to flowers, packaging and merchandise in order to deliver orders on time or where flowers or products are temporarily unavailable.

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In the case where a specific flower type or colour is unavailable within the given time frame of delivery, substitutions may be made for flowers of a similar shape, size and value. Different flower types and colours may be used if the overall effect of the arrangement is maintained.

All substitutions will be made with appropriate products to the same value or greater than the original order.

### **Product Freshness**

We only use the freshest and best quality product at Flowers By Helena. As such, some stems, including Lilies, iris and alstroemeria, may be closed when received. Trim stems of cut flowers before placing in water. Arrangements should have water top ups daily.

### **Website Pricing**

All prices on the Wedding Flowers By Helena (Flowers By Helena) website are shown in Australian Dollars (\$AUD) and are inclusive of GST.

After an order is processed for delivery to a regional area, we reserve the right to vary the price and will seek the customer's consent to continue with the increase, or provide a full refund.

### **Promotion Codes**

Only one promotion code may be used per order. This is applicable for orders placed via the website and phoning direct. If you need assistance with an existing promotion code please call us on 0472799022 before placing your order.

### **Payment**

We accept payment by Visa & Mastercard credit cards over the phone and Paypal online.

When providing your credit or debit card details you are agreeing that you are authorised to use that card and it must have sufficient available funds to cover your charges.

### **Order Confirmation**

Once your order has been processed, Flowers By Helena will send you a confirmation email summarising your order.

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It is the responsibility of the customer to check the details of the order provided on the order confirmation to ensure they are correct.

### **Varying or Cancelling an Order**

As we offer a same day delivery service, we would ask that you advise us of any variations or cancellations to your order as soon as possible.

Any variations or changes to your order once it has been placed may incur an additional fee and payment of fees is required prior to delivery.

You may cancel your order at any time, however, if the order has already been dispatched, delivery and wastage fees may apply.

### **Delivery**

Flowers By Helena offer Free Delivery for town addresses in Warwick Qld 4370.

Additional delivery fees are applicable outside the township. Please phone 0472799022 for other rural areas.

If a delivery was unsuccessful by the fault of the customer (e.g wrong delivery address provided) then the cost of re-delivery will be charged to the customer. It is the customer's responsibility to contact Flowers By Helena to arrange delivery again.

### **Mother's Day 2021 - Sunday 9th May 2021.**

We can do same-day delivery by 6pm for all orders to Warwick Qld township placed before 2pm on Friday 7th May and 12pm on Saturday 8th May, subject to flower availability.

Orders for delivery on Sunday 9th May must be placed before 5pm on Saturday 8th May and are guaranteed to be delivered by 5pm on Sunday 9th May, subject to flower availability.

Delivery of orders to rural route addresses, secured buildings or cemeteries cannot be guaranteed.

### **Changes / Cancellations**

Please make sure all order details are correct at the time of ordering.

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As of 5pm (time in local delivery area) Friday 7th May 2021, we are unable to vary any orders for delivery on Saturday 8th May.

As of 12pm (time in local delivery area) Saturday 8th May 2021, we are unable to vary any orders for delivery on Sunday 9th May.

As of 5pm (time in local delivery area) Friday 7th May 2021, we are unable to cancel any orders for delivery on Saturday 8th May and Mother's Day Sunday 9th May 2021.

Due to high demand, some colours and variations of flowers may need to be substituted to meet delivery times.

#### **Your Local Florist**

Flowers By Helena / Wedding Flowers By Helena

426 Kingsleigh Road

Rosenthal Heights

Warwick, QLD, 4370, Australia

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