

FAUXTANICAL

FLORAL DESIGN & EVENT STYLING

TERMS AND CONDITIONS

These terms and conditions will apply to the provision of services to you (the Customer and/or the Hirer), and ourselves, (the Supplier) Casey Atkinson trading as Fauxtanical.

'we', 'us' or 'our' is a reference to Fauxtanical (as defined above); 'you' or 'your' is a reference to you, the Customer and/or Hirer, to whom we are supplying goods and/or services and who is required to pay for the goods and/or services which we supply to you.

'Services' means the goods and/or services, including advice or assistance, opinions, and recommendations, which you wish to obtain from us, the installation or provision of flowers or other items and/or other goods and/or services which we will provide to you in connection with your order. The precise Services which we will be providing to you will be stated in your final invoice with such additions or amendments we and you may agree from time to time.

When purchasing or hiring goods and services from Fauxtanical, you are agreeing to abide by the following terms and conditions. These terms are subject to change.

Entering into a legally binding contract

A contract between you and us will come into being when we notify you that we have received your booking fee and signed terms and conditions. If you have any questions concerning them, please ask us.

You should keep a copy of these terms and conditions for your records.

Contact Details

Our contact details are:

Mobile: 07399358034

Email fauxtanical@mail.co.uk

Consultation, Quotes and Payment

An initial Consultation is free, this can either be done in person, online or via Skype. Additional consultations in person, can be chargeable at our discretion to cover time and travel and need to be booked in advance. We are available for contact by phone, WhatsApp and email at any stage to answer any questions and queries you may have.

A quotation for the cost of your wedding flowers and/or other products and services will be sent to you after the initial consultation, the proposed quote will be a guide price, as you may make changes closer to the wedding day, regarding quantity and products required.

The proposed quote for your date is valid for 14 days, once the 14 days have passed and if we have received no correspondence; your date will become available for other enquiries and your quote may need re-calculating (due to expiry of any offers, deals or discounts). To secure your booking and date, we ask for a £100 booking fee. Once the booking fee has been paid your date is then secured. The £100 will be used toward your final payment.

Payment in full is required at least 4 weeks before the event. You will receive your final invoice at this time. Payment is accepted via internet banking. For other payment methods, please contact us.

Our bank Details are:

Lloyds Bank

Casey L Daniels

Sort Code: 77-48-15

Account Number: 25199368

Cancellations and Amendments

Once your Order has been accepted by us, if, for any reason, you wish to change or cancel your Order you can do so up to 14 calendar days afterwards. In the event of cancellation after the 14 days, the booking fee will be non-refundable.

Cancellation of your order must be made in writing and the following charges apply:

43 days or more before event – No Charge

Between 31 - 42 days - 50% of your balance is due

Under 30 days – Full payment is required

Please note that we must have at least 14 days written notice of any changes or amendments to your service. Dependent on the nature of your changes, a price increment or decrease may occur. If any changes regarding the flowers and/or other items you require, is unable to be carried out, due to timings or unavailability; Fauxtanical withholds the right to amend the booking.

Availability of Flowers

All flowers are subject to availability and whilst we try our best to source your chosen flowers, sometimes supplier problems, importations or quality control may affect this. Fauxtanical will

however aim to inform you of any issues in order to discuss a substitute for the same value and quality.

The options are that you can leave us to choose a mix of flowers, or we will work to a colour and style palate and type of flowers, based on our discussions. Emails and photos that you send in, will never be identical and are used for inspiration only.

Props, styling and décor

For hire of any items, décor and/or props from Fauxtanical, a £100 security deposit will be required. The security deposit is refundable upon receiving the props/décor, in the same condition as they were delivered. The Security Deposit Fee will be refunded within 5 days of return/collection. A proportion of, or the entire deposit fee will however be deducted if the props/décor are damaged beyond normal acceptable wear and tear. Where entire props/décor or components from them are not returned or are damaged beyond repair, the full cost of the missing or damaged props/components must be paid for at the scheduled rate for each missing item. This fee is made up of the deposit fee combined with the additional remaining cost required to cover replacement of the missing/ damaged items.

Items hired or borrow from Fauxtanical shall at all times remain the property of Fauxtanical. You are responsible for the goods during the hire period, up until they are back in Fauxtanicals possession. The period of hire in the case of weddings typically runs from the night before the wedding to the morning after the wedding is over. Arrangements of hire will be discussed and detailed within your final invoice.

Fauxtanical shall be granted full artistic license during styling, set up and installation on the day. Fauxtanical will make every decision in the best interest of the hirer. This may include altering colours,

positioning, props and styling themes slightly, in order to achieve a greater desired effect.

Condition of Goods

All goods should be checked against the delivery note and signed for by the hirer upon receipt. If no one is available to sign for receipt of the goods, then this will be at the hirers own risk and will be deemed as being delivered in clean and undamaged condition. If deliveries are left at unattended premises this it at the hirers risk.

In the event of any damage or imperfections, the hirer shall note this on the delivery note upon receipt of goods.

Set-up and Delivery

It is the responsibility of the hirer to ensure Fauxtanical have access to the venue and that parking is available nearby, due to the heavy nature of some of our items.

If set-up is required on the day of the event, we will endeavour to be off site 1 hour before your event starts. It is vital to ensure that we have access at suitable times in order to do this smoothly.

If removal of items is required straight after the event is finished, please inform us of this, so we can ensure the correct arrangements are in place.

We offer free delivery and collection within 20 miles (40 miles round trip) of our location – NG34. Delivery and collections further than this will be charged at 50p per mile. Large quantity orders and heavy or oversized products may incur an additional charge, if a larger vehicle is required; however, this will be discussed within the initial consultation.

Photographs

Fauxtanical reserves the right to take photographs of flowers, our products and the setting in which we have arranged them prior to the commencement of the event for which they were ordered. You acknowledge and agree that we own the copyright to such photographs and may freely use them for marketing, illustrative and promotional purposes. We will, of course, take reasonable steps to protect your personal identity when using such photographs. Please notify us in writing if you do not wish photographs of your event to be used in this way or until after the event.

Limit of our Liability

Fauxtanical has full Public Liability insurance up to the sum of £5 million and our insurance certificate is available on request. The hirer is solely responsible for all hired goods for the duration of the hire period and is fully responsible for any injury, death or damage to either persons or property. Many items of stock are made from recycled materials, industrial materials and glass. Whilst every care has been made to make sure there are no sharp edges, due to their rustic, handmade nature please bear this in mind when handling. Fauxtanical cannot be held responsible for any injuries or death that occur as a result of this hire arrangement. Permission should be sought from the venue as to the suitability of all items hired. Caution should be exercised in particular with the use of candles. Fauxtanical shall not be liable for any damage/injury/loss caused as a result of using candles.

Fauxtanical cannot be held responsible for failure of delivery of goods due to an Act of God, terrorism, Crime, extreme weather conditions (including snow and flooding) or denial of access to venues or religious sites.

In the unlikely event whether either us, or our dependents find themselves in hospital at the time we are supposed to be carrying out the service to you; or in other cases were situations or events outside of our unreasonable control occur, we will make every effort to find a replacement supplier to perform the service, within the style and price range requested by the client. Should such a scenario occur, and a replacement supplier was unable to be found, our liability will be limited to the payments made by you for the services.

Data Protection

We are committed to protecting your privacy and we will only use the information that we collect about you lawfully and in accordance with our privacy policy and all applicable data protection legislation. You will receive a copy of our Privacy Policy alongside your wedding enquiry and/or booking form.

Complaints

Whilst we hope you are happy with our service and products, should there be any issues with the quality or standard of the flowers/ products or décor. The client must notify Fauxtanical on the day of receipt (including any set-up prior to the event). Fauxtanical will aim to rectify any errors on the day. Any complaints regarding the quality, shape, size, quantity etc. cannot be accepted after the day of the event.

**WE AGREE TO THE ABOVE TERMS AND CONDITIONS AND HAVE
READ AND UNDERSTOOD THE CONTRACT BETWEEN OURSELVES AND
FAUXTANICAL.**

Please sign here _____

Date signed _____