

Full Terms & Conditions (Draft)

Last updated: 27 September 2025

1) Who we are

Memorial Flowers Flintshire ("we", "us", "our") provide remembrance care by delivering and placing seasonal floral tributes at graves and remembrance spaces in Flintshire, North Wales. We are **Floral Attendants**, not traditional florists.

Trading details:

Trading name: Memorial Flowers Flintshire

Email: info@alimurray.co.uk

Phone: 079 840 91289

Placing an order with us, whether on our website or through our customer service team, signifies your agreement to these Terms & Conditions.

2) Amendments & Cancellations

- To amend or cancel your order, please log into your account. If changes aren't available there, please contact us by form, email
- You can cancel up to **48 hours before the planned placement**. After this time, we may already have prepared flowers or scheduled attendants, so cancellation might not be possible.
- Requests received on **weekends or Bank Holidays** will be treated as arriving on the next working day.
- For subscriptions, you may pause or cancel future placements any time before the 48-hour cut-off.
- Refunds follow the policy in §11.

3) Service scope

- We provide simple, seasonal tributes in the form of a **spike, posy, vase, bouquet** or a **winter wreath (Nov–Feb)**.
 - We are **not florists** and do not create bespoke arrangements outside these options.
 - Placements are carried out **Monday to Friday only**, as close as possible to your chosen date.
 - Flowers are sourced locally where we can; substitutions may occur to keep arrangements fresh.
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4) Delivery & Placement

- Please help us place your flower tribute with no delay by ensuring your details(full name, cemetery/churchyard, plot number) are correct.
 - We currently serve **Flintshire only** and do not deliver to PO boxes or outside the county.
 - If a cemetery is closed or access is unsafe, we will rearrange the placement at no extra cost.
 - If weather or safety prevents placement, we'll rearrange, at no extra cost, and keep you informed.
 - Placements are made during weekday hours; exact timed delivery is not available. In bad weather or unusual circumstances, we may need to adjust the timing, but we will always communicate with you.
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5) Containers

- Some tributes (like spikes or vases) need a container already in place at the site.
 - If no container is present, we may not be able to complete the placement. However, we have supplied you with the option to add one to your checkout if required.
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6) Your responsibilities

When ordering you confirm that:

- You have the **right and permission** to request flowers be placed at the applicable site;
- The details you provide are accurate ;
- You will let us know quickly if details change.

If details are wrong or incomplete it will delay your delivery and you may incur additional costs for re-delivery.

7) Location Service (£60 per grave site)

If you don't know the exact plot number, we can help locate it, within Flintshire.

We need: full name of the deceased, date of death, cemetery/churchyard name, and a copy of the death certificate.

We do: carry out reasonable checks using local records and visits if needed.

Result:

- If we **find** the plot, we will be pleased to effect your order.

- If we **cannot find** it after reasonable effort, we will refund the fee in full and cancel the order.

All documents are handled in line with our Privacy Policy.

8) Optional extras

- **Gentle grave tidying:** light tasks such as removing old flowers or debris, and a light wipe where safe.
 - **Photographic updates:** Before-and-after photos are sent to you by email, if you have confirmed this request on placement of your order.
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9) Orders & subscriptions

- **Plans available:** Once-off, 3-month (3 placements), 6-month (6 placements), or 12-month (12 placements).
 - **Billing:** Subscriptions are billed via PayPal on a recurring basis. You authorise this until you pause or cancel.
 - **Reminders:** We email a reminder 3–7 days before each placement.
 - **Flexibility:** You can change, pause or cancel any time before the 48-hour cut-off.
 - **Price changes:** If prices change, we'll give you at least 30 days' notice for active subscriptions. You can cancel before the change takes effect.
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10) Placement timing

- Placements are on weekdays (Mon–Fri). If your chosen date is a weekend or bank holiday, we'll place flowers as close as possible before or after.
 - If weather or safety prevents placement, we'll rearrange, at no extra cost, and keep you informed.
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11) Refunds

- You may cancel a once-off order up to **48 hours before** the planned placement for a full refund.
 - Subscriptions: unused, pre-paid visits are refunded **pro-rata**. Completed visits are not refundable.
 - Location Service: refunded in full if we cannot locate the plot.
 - Your statutory rights under UK consumer law are not affected.
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12) Missed or failed placements

Placements may fail if details are wrong, containers are missing, or the cemetery cannot be accessed.

- If this in our control, we will rearrange or refund at no cost.
- If outside our control (e.g., incorrect details, access restrictions), we will contact you to rearrange. An extra **£10 re-visit fee** may apply.

13) Substitutions

- Flowers are seasonal and may vary. We may substitute with similar items of equal or greater value to keep arrangements fresh.
- Weather and conditions affect how long flowers last once placed. However, we include in the vase options, a flower life prolonger.

14) Photos & privacy

- You give us permission to photograph the site for the purpose of comparison and update.
- We will not share these publicly without your clear consent.
- Photos may include parts of inscriptions or nearby areas by necessity—please tell us if there are sensitivities.

Commented [AW1]: What is meant by this? This should be a tick box option on the site.

15) Customer behaviour

We are here to help with care and dignity. We ask the same courtesy in return. Abusive or offensive behaviour towards our team will not be tolerated and may result in us declining service.

16) Fraudulent or duplicate orders

- If an order appears fraudulent, we may cancel and refund it.
 - Duplicate orders may be cancelled and refunded—we'll try to contact you first where possible.
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17) Payment, taxes & security

- Payments are handled by **PayPal**. We do not store card details.
 - All prices include VAT where applicable. VAT invoices available on request.
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18) Events outside our control

We are not responsible for delays or issues caused by events outside our control, such as severe weather, accidents, strikes, or public health restrictions. If these occur, we will rearrange placements as soon as possible.

19) Changes to these Terms

We may update these Terms from time to time. If you have an active subscription, we'll give you at least 30 days' notice of any important change. Continuing your subscription after that date means you accept the changes.

20) Governing law

These Terms are governed by the laws of England and Wales. Any disputes will be handled by the courts of England and Wales.