

Summary of Terms & Conditions

For website visitors — Sept 2025

We've kept this summary simple so you can see the key points at a glance. The full Terms & Conditions, Privacy Policy and Cookie Notice are also available on our website.

Key Points

Who we are

Memorial Flowers Flintshire are **Floral Attendants** who place simple, seasonal flower tributes at graves and remembrance spaces in Flintshire, North Wales.

How it works

- Choose a **tribute**: spike, posy, vase, bouquet, or winter wreath (Nov–Feb).
 - Pick a **plan**: once-off, 3-month, 6-month, or 12-month.
 - Share **details**: loved one's name, cemetery and plot number.
 - We offer you a Location Service (**£60**) if the details are not to hand. We place the flowers, send reminders, and photos if you have confirmed this request
 - Tribute containers: If a container is not available, or you're unsure about what's provided at the memorial site, you're welcome to purchase one directly from us. Another lovely option is to choose a bouquet, which doesn't require a container.
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Delivery

- Placements are on **weekdays only (Mon–Fri)**. If your chosen date falls on a weekend or bank holiday, we'll deliver 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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 - We serve **Flintshire only**.
 - Exact timed delivery isn't available.
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Amendments & Cancellations

- You can amend or cancel up to **48 hours before** the planned placement.

- Requests at weekends or bank holidays count as received the next working day.
 - Subscriptions: pause, cancel or adjust any time before the 48-hour cut-off.
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Refunds

- Once-off orders: full refund if cancelled at least 48 hours before placement.
 - Subscriptions: unused, pre-paid visits will be refunded pro-rata. Completed visits are not refundable.
 - Location Service: refunded if we cannot locate the plot.
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Optional Extras & fees

- Gentle grave tidying (£15 per visit)
 - Location Service (£60) Vase choice (price shown at checkout)
 - Travel fee: £20 outside a 5-mile radius of Mold
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Substitutions

- Flowers are seasonal. We may substitute with a similar variant of equal or greater value to ensure freshness
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Your responsibilities

Please make sure details are correct. If no vase/ container is at the site, you may need to add one. If access is restricted, we'll rearrange delivery dates where possible (extra fees may apply).

Behaviour & fairness

We treat all customers with dignity and care, and ask for the same in return. Abusive behaviour towards staff will not be tolerated.

Privacy

We keep your details safe, use them only to provide the service, and never sell your information. Death certificates, used for the Location service of loved ones resting place and photos are handled securely and deleted when no longer needed.

Governing law

These terms follow the law of **England and Wales**.

For full details, please see our **Terms & Conditions, Privacy Policy, and Cookie Notice**.