

Welcome to A Little Wild Beauty

Thank you for choosing us to bring a touch of nature into your home or business. Please take a moment to review our terms and conditions, which outline important information regarding our services, subscription plans, deliveries, payment terms and policies. By subscribing or purchasing from A Little Wild Beauty, you agree to these terms. Should you have any questions, feel free to contact us directly.

Terms and conditions

Single Purchase Terms

1. Order confirmation

For one-time purchases, payment is required at the time of order confirmation. Once payment is received, your order will be processed and prepared for delivery or collection.

2 Delivery Scheduling

Deliveries will be scheduled according to availability, and we aim to fulfil your order within an agreed timeframe. Any delays or issues will be communicated promptly. Please ensure that the delivery address provided is accurate and accessible.

3 Refunds and Replacements

Due to the perishable nature of flowers, refunds are not typically offered once the product has been delivered. However, if you are not satisfied with your arrangement or experience any issues, please contact us within 24 hours of receiving your flowers. We will do our best to offer a solution.

Subscription Customers

1. Payment Terms

For subscription services, payments will be charged on a **monthly basis**. Invoices for the following month's service will be sent on the **25th of each month** and payment is due by **1st of the month**. Full payment is required before the flowers are delivered. Failure to make payment by the 1st may result in a pause or cancellation of your subscription until payment is received.

If preferred, a standing order can be set up to ensure timely payments and uninterrupted services.

For the month of December, invoices will be sent on the **18th December** for January's arrangements (or an earlier agreed-upon date) to ensure timely payment before the Christmas Break.

2 Cancellation Policy

If you wish to cancel your subscription, please provide at least **7 days'** notice prior to your next scheduled delivery. Any cancellations made after this period may still be charged, and the delivery will proceed as planned.

3 Delivery Policy

Deliveries will be made on the agreed-upon schedule, depending on the chosen subscription plan. Should you need to change your delivery date or address, please notify us **at least 7 days in advance**. We cannot be responsible for missed deliveries due to incorrect or outdated information.

4 Refund Policy

Due to the perishable nature of flowers, refunds are not typically offered once the product has been delivered. However, if you are not satisfied with your arrangement or experience any issues, please contact us within 24 hours of receiving your flowers, and we will be happy to discuss an appropriate solution.

5 Subscription Pause

You may temporarily pause your subscription for up to one month with advance notice. After this period, the subscription will automatically resume unless otherwise specified.

6 Changes to subscription

You may request changes to your subscription plan (such as bouquet size, frequency etc.) by contacting us directly. All requests should be made 7 days in advance of your next scheduled billing or delivery date to ensure updates can be applied in time.

Business Arrangements

1. Payment Terms for Business Clients

For business clients subscribing to floral arrangements, a tailored contract may be provided outlining the details of the service, including size and frequency of deliveries, pricing and any customisation. Business clients will follow the same monthly schedule. Invoices will be sent on 25th of the preceding month and payment must be made by 1st of the new month. If preferred, a standing order can be set up to ensure timely payments and uninterrupted services.

For the month of December, invoices will be sent on the 18th December for January's arrangements (or an agreed earlier agreed-upon date) to ensure timely payment before the Christmas Break.

In case of pausing, adjusting or cancelling the subscription service, please notify us at least 7 days in advance to ensure no materials are ordered unnecessarily.

2 Customised Services

For business clients who require customised arrangements, any special requests should be communicated in advance. Customisation may incur additional costs, which will be discussed and agreed upon before proceeding

3 Late payments for Business Clients

If payment is not received by the 1st of the month, scheduled deliveries for that month may be postponed or cancelled and a fee may be incurred to reactive the service.

4 Complimentary Refresh Services for Business Clients

4a, Flower Care & Longevity: We collect fresh flowers the day before your delivery to ensure they are at their freshest and are designed to last until the next scheduled delivery. Care instructions are provided to ensure longevity. However, natural flower cycles may cause some blooms to fade before your next refresh.

4b, Complimentary Refresh Policy: If your arrangement shows significant decline due to reasons outside of normal flower life cycles (e.g. Poor flower quality or damage) you may request a refresh. Complimentary Refreshes will only be provided if requested at least 3 days before the next scheduled delivery, allowing us to plan and avoid loss.

4c, Exclusions: Due to the natural life span of certain delicate flowers (such as dahlias), replacements will be based on the overall condition of the arrangements. Flowers that naturally expire within a shorter time may not be eligible for a free replacement.