

You are purchasing a gift from Laithwaite's Wine, and our [standard terms and conditions of sale](#) apply. However, the flowers and the delivery of the gift will be fulfilled by Arena Flowers (and their delivery partners); as a result, your order is also subject to the following terms and conditions:

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| Delivery Exclusions | Delivery can be made to all of the UK except for the following: BFPO addresses, the Channel Islands, Northern Ireland and the Scottish Highlands. |
| Additional delivery terms | Arena undertakes to deliver between 8am and 6pm within the mainland UK. During peak periods, Arena may extend the delivery window between 7am and 9pm at their discretion. |
| Complaints | <u>If you have a complaint about your order, you must notify us no later than 7 days after the date of your delivery. To the extent legally permissible, we shall not be liable to replace or refund your order if you do not notify us within that timescale.</u> |
| Failure to deliver | <p>As we appreciate that receiving flowers is often time-critical, if we are unable to deliver your order to the recipient's address, we will attempt to leave in a secure place on the recipient's property. Where this is not possible, we will attempt to leave the flowers with a neighbour.</p> <p>In the event that we are unable to deliver the order to a recipient's address that you have provided, we will attempt delivery either that same day or the following day. At our discretion, we may refund the delivery charge associated with the failed delivery. We are not responsible for any other costs incurred by the customer due to failed deliveries.</p> <p>Signatures are not required on delivery by Arena's delivery partners, HDN and DPD. It is therefore very important that you let us know if you are happy for the driver to leave your parcel on the porch or with a neighbour etc. However, it is not always possible or advisable to follow the instructions and the decision is left to the discretion of the driver.</p> |
| Amending your order | If you wish to amend or cancel your order, please call us on 03330 142 766. Please note that any changes to your order (delivery address, gift message, additional items) must be made by 9am the day before delivery, or by 9am on Saturday for Monday delivery, to ensure that we have time to amend the order prior to dispatch. |
| Flowers and availability | <p>All floral products are subject to availability. In the event of any supply difficulties, we and Arena Flowers reserve the right to substitute any product with an alternate product of a similar style and equivalent (or greater) value and quality.</p> <p>Arena's flowers are incredibly fresh, as they are purchased daily off the flower auctions in Holland, transported direct to us and stored in perfect conditions in their large flower fridge.</p> <p>They will normally last at least five days, and most probably even longer, in the vase, although this varies by variety. It is important that the flowers are cared for correctly as putting them by heat sources or draughts, or failing to change the water, will kill them very quickly.</p> <p>Arena include instructions and flower food with all their cut flowers arrangements.</p> <p>If we are informed that Arena's flowers have died very quickly, we may, at our sole discretion, choose to resend another bouquet if we believe that there was a genuine issue with the flowers. If flowers have not been properly cared for, we will not resend the flowers.</p> <p>In some circumstances, Arena's flowers are so fresh that they are not even fully open when they arrive. This can be confused with poor quality flowers but, in fact, this shows how fresh our flowers are. The flowers will open quickly once they are in room temperature and will give pleasure for many days to come if cared for properly.</p> |

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| Errors with orders | <p>If a message card goes astray or a flower is forgotten, we will do our best to make the situation right for the customer. If the customer believes that the delivered bouquet is substantially different from that described, we reserve the right to request a photograph of the bouquet, so we can judge the situation.</p> <p>We may, at our discretion, offer a partial refund or a discount on a future order, but do not guarantee that we will do so. We would not, for instance, give a 100% refund if a message card did not arrive, as the customer has received significant value in terms of the flowers nor would we give a full refund if some stems were missing, damaged or substituted.</p> |
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