

FLOWER SONGS AND ART BY MART

TERMS AND CONDITIONS

GENERALLY:

This is an Australian business observing the current consumer and trade practice laws applicable in Australia and in particular, New South Wales.

CUSTOMER SATISFACTION OBLIGATIONS:

Flower Songs are happy to discuss your ideas and requirements but please make your selections carefully. We don't expect that there will be any reason to return or refund on any product made by us, but as your satisfaction is important to us, we abide by consumer laws in place and gladly make good, refund or replace in the event of the product not being fit for the purpose for which it was bought, faulty in some way where the workmanship is at fault (and not something you broke yourself), or not what was ordered. If you would like to change your mind about colour, style, size or any other reason, we can accommodate you if changes are made known to us prior to the order being prepared and despatched. Once your order is accepted and preparations commence you will be liable for the full cost of the product as originally ordered as changes become no longer possible.

INTELLECTUAL PROPERTY AND PHOTOGRAPHY: Work done by us is planned, handmade and unique to our original designs incorporating your ideas and requirements. Our business is built on our imaginative approach, and all designs are therefore our intellectual property. We reserve our copyright and the use photographs of our work for commercial promotions. Transmission of photographs of our work in electronic media must be with our knowledge and/or express permission. This does not include photographs taken of your Wedding Day. Flower Songs and Art by Mart discourage customers taking photos of our work, but can supply you a photograph for your personal use if necessary. We don't mind if you ask us about this.

DELIVERIES Timing: We can deliver Mon-Fri during normal business hours (9am-5pm), or by special arrangement with us outside of those hours. Saturdays, Sundays, Public Holidays and peak days such as Valentine's Day and Mothers' Day will only be scheduled by prior arrangement with us. While we don't want you to be disappointed, and will honour any commitments made to you, weekends are also popular wedding days for which we may already be committed. As well, we do need downtime to "smell the roses" too!

Where to and how, and how much? Our delivery area is currently restricted to a 50km radius from Katoomba NSW which encompasses the Blue Mountains, Penrith and Lithgow. Deliveries outside that area will be either contracted to courier delivery companies, with your agreement or by special arrangement with you, or you may prefer to make your own delivery arrangements. Contracted deliveries or special arrangements may attract a higher delivery fee payable to the courier. Non floral items

suitable for postal delivery will be sent through Australia Post. The costs will be advised to you at the time of ordering so you may choose whichever option you wish. Large and heavy items such as those that may from time to time be offered through Art by Mart will be supplied on order only and delivery negotiated with you prior to the order being executed.

How long will it take? Local fresh flower deliveries will be made within a maximum 24 hours of the order being placed and may often occur same day for Blue Mountains deliveries or delivery addresses within 50 km radius of Katoomba. Your contact details plus the correct delivery address with recipient contact details or alternative delivery address must be supplied with your order to allow the deliveries to be made within this time frame. Items suitable to be posted through Australia Post will require a 24 hour lead time with a 5 day delivery allowance for addresses within Australia.

PLEASE NOTE: Fresh flower orders may be refused at the time of order on the basis of potential for deterioration where the delivery is at an excessive distance from Flower Songs. It would be too upsetting if the quality of the fresh arrangements had deteriorated before your recipient could enjoy them. We do not send fresh floral material overseas for this reason and also due to import restrictions in many countries. Where it is possible we are happy to make arrangements with bona fide florists within Australia, or refer you to one closer to the delivery address if you prefer. We regret we are not able to provide a referral service for overseas recipients.

ORDERING AND LEAD TIMES:

Flower Songs endeavour to deliver your order to your required date/time. Wedding orders must be made a minimum 3 months prior to the expected wedding date in order for the quote procedure to be compliant with consumer laws and to allow appropriate time and resources are committed to all contracts.

For products ordered through Art by Mart a 50% non-refundable deposit will be required prior to the order being executed. Payment in full will be required by Art by Mart when you are advised that the piece is ready for delivery. Full payment will include payment of any transporting costs as arranged with Art by Mart at the time of the order, unless you have negotiated your own delivery transport privately at your own cost. Art by Mart requests you allow 6 weeks for your order to be constructed. Variations to this time frame will be advised to you in the event of unforeseen delays.

CANCELLATION:

Cancellation fees apply where we have commenced work on your order.

TERMS AND CONDITIONS FOR WEDDINGS:

CUSTOMER SATISFACTION OBLIGATIONS:

We want to make sure your wedding flowers are what you dream of so, wedding orders will be taken only after receipt of a completed questionnaire. We also offer an initial complementary appointment of approximately an hour to discuss your ideas and requirements, at a venue of your choosing. Further appointments for any purpose

with any member of the bridal party or immediate relatives or friends of the person placing the order may attract a fee of \$50 an hour or part thereof, and is payable at the time of the additional appointment. This is to allow us time to attend to all our customers in a timely manner and also to protect your privacy should you have other people attempting to over-ride your arrangements without your knowledge (it happens!). Flower Songs are happy to discuss your ideas and requirements but please make your selections carefully.

We don't expect that there will be any reason to return or refund on any product made by us, but as your satisfaction is important to us, we abide by consumer laws in place and gladly make good, refund or replace in the event of the product not being fit for the purpose for which it was bought, faulty in some way where the workmanship is at fault (and not something broken after delivery was made), or not what was ordered. If you would like to change your mind about colour, style, size or any other reason, we can accommodate you if changes are made known to us prior to the order being prepared and despatched. Once your order is accepted and preparations commence you will be liable for the full cost of the product as originally ordered as changes become no longer possible.

QUOTES:

Will be generated based on the information you have given us both personally and on the questionnaire. Quoted prices will be firm for a period of six months from the date of the quote and must be accepted within 28 days of the quote being issued or it will lapse and a fresh quote may be required. Changes to floral material, floral seasonal availability, colour and other necessary changes, even those requested by you, to the original quote will be advised to you as soon as possible and wherever possible we will attempt to substitute with flowers of similar quality, colour and price. Adjustments to the quote will be made where the costs of substitutions either by us, or at your request, are higher or lower than quoted or of a varied colour. You will be advised of this to allow you an opportunity to agree or refuse any changes.

ORDERS AND LEAD TIMES:

Wedding orders must be made a minimum 3 months prior to the expected wedding date in order for the quote procedure to be compliant with consumer laws and to allow appropriate time and resources are committed to all customer order contracts. Hint: A year's lead time would allow for growers to be contacted ensuring your chosen colours are supplied in sufficient quantity at the time you need them should you wish for specific colours, or particular flowers.

Wedding orders will only proceed upon payment of a non-refundable 50% deposit at least 3 months prior to the required date. This ensures your preferred wedding date is booked for you and allows us to organise appropriate resources in adequate time to complete your requirements. Full payment of your order must be received by us no later than two weeks (10 working days) prior to the contracted wedding date. Please check our availability calendar before ordering so that you have our undivided attention for your wedding date.

CANCELLATION:

Cancellation fees apply after accepting our quote. For weddings, payment in full is retained if the cancellation occurs within two weeks prior to the expected wedding date. Should cancellation occur up to three months prior the non-refundable 50% deposit will be retained by Flower Songs. Cancellation of an accepted quote within 28 days of accepting the quote and more than 3 months prior to the wedding date, will incur a cancellation fee of \$100.

INTELLECTUAL PROPERTY AND PHOTOGRAPHY:

Work done by us is planned, handmade and unique to our original designs incorporating your ideas and requirements. Our business is built on our imaginative approach, and all designs are therefore our intellectual property. We reserve our, and our photographers, copyright and the use of photographs of our work for commercial promotions. Transmission of photographs of our work in electronic media must be with our knowledge and/or express permission. This does not include photographs taken of your Wedding Day. Flower Songs and Art by Mart discourage customers taking photos of our work, but can supply you a photograph for your personal use if necessary. We don't mind if you ask us about this.