

## Terms and Conditions

By using our website you agree to comply with and accept the following Terms and Conditions, together with our Privacy Policy, both of which guide our relationship with you in relation to the operation of this website. We may update these at any time, so please check this page in order to ensure that you are aware of any changes.

## Refunds and Returns

Goods must be returned to us within 30 days of receipt, in their original packaging and with proof of purchase. We will then contact you to arrange a replacement or full refund within 14 days. If you change your mind about your order, please contact as soon as possible. We can then stop the payment and cease order processing.

## Product information

Every care is taken to ensure that all images and descriptions of our products are accurate. Materials and colours may vary slightly but this will not affect the overall look of the design. Please follow the care instructions to keep products looking their best. All prices on the website are inclusive of VAT at the current rates, except the children's knitwear range which is zero rated. Our VAT number is 116 0419 51.

## Data Protection and Privacy Policy

We will not give any of your information to any other company or third party. The information you provide via the online shop, or subsequent email or phone conversations will be used solely within Classic Flower Designs, to enable us to process your order. We do not store credit card details nor do we share customer details with any third parties. All our online payments are made through World Pay and are subject to their own data protection systems, and meet the **Payment Card Industry Data Security Standard (PCI-DSS)**. A full privacy policy is available on request.

## Delivery

We aim to despatch items with 3-5 working days, although please allow longer around busy seasonal times. If we are likely to take longer to complete an order we will let you know. We only deliver items within the United Kingdom by first class post, with proof of posting. Delivery costs are up to £5 depending on the size of the parcel. Please ensure you provide us with an accurate address when you complete the order form. All packages are sent via Royal Mail and are subject to their terms and conditions. Parcels are not considered lost/missing by the Royal Mail until 15 working days after the sending date. We are therefore unable to resend or refund orders lost in transit until 15 working days after the order sending date.