

Petals of the Valley Ltd Website Terms and conditions

Welcome to the Petals of the Valley Ltd website terms and conditions for use, here you will find information on the following:

- Company Details
- Privacy
- Purchase of products
- Orders
- Contract creation and electronic contracting
- Contract cancellation under the Distance Selling Regulations
- Changes to Order
- Returns Policy
- Missing, incomplete or damaged/faulty orders
- Returns procedure
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Our Company Details are:

Petals of the Valley Ltd,

Registered office: Tregout Farm, Crossways, Newcastle, Nr. Monmouth,
Monmouthshire, NP25 5NS.

Phone: 01873 856201

Email: petals@petalsofthevalley.co.uk

Website: www.petalsofthevalley.co.uk

Incorporated in England and Wales Registered No.: 05237908

Privacy

We will treat all your Personal Information as confidential (although we reserve the right to disclose this information in the circumstances set out below). We will keep it on a secure server and we will fully comply with all applicable UK Data Protection and consumer legislation from time to time in place.

When you shop on this Website, we will ask you to input and will collect Personal Information from you such as your name, e-mail address, billing address, delivery address, telephone number, product selections, account payment information. We may also collect information about where you are on the internet (eg the URL you came from, IP address, domain types like .co.uk and .com), your browser type, the country and telephone area code where your computer is located, the pages of our

website that were viewed during your visit, and any search terms that you entered on our website ("User Information"). .

We confirm that any Personal Information which you provide to us and any User Information from which we can identify you, is held in accordance with the Data Protection Act 1998. We use your information only for the following purposes:

- Processing your orders;
- For statistical or survey purposes to improve this Website and its services to you;

To administer this website;

You agree that you do not object to us contacting you for any of the above purposes whether by telephone, e-mail or in writing and you confirm that you do not and will not consider any of the above as being a breach of any of your rights under the Privacy and Electronic Communications (EC Directive) Regulations 2003.

You should be aware that if we are requested by the police or any other regulatory or government authority investigating suspected illegal activities to provide your Personal Information and /or User Information, we are entitled do so.

When entering any of our contests or prize draws, you provide your name, email address and mailing address. If you win, we will send the prize to the address entered and notify you by email. When you enter a contest or prize draw, you are also included in our newsletter list to receive notice of promotions, specials and new additions to the Website. You may unsubscribe from this news list by following the unsubscribe instructions in any email received.

Purchase of products

Orders

We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from the Website.

Contract creation and electronic contracting

The technical steps required to create the contract between you and us are as follows:

- You place the order for your products on the Website by pressing the confirm order button at the end of the checkout process. You will be guided through

the process of placing an order by a series of simple instructions on the Website.

- As your product is shipped we will send you a dispatch confirmation email.
- Order acceptance and the completion of the contract between you and us will take place on the dispatch to you of the Products ordered, unless we have notified you that we do not accept your order, or you have cancelled it either in accordance with the instructions in Contract cancellation under the Distance Selling Regulations .

Non-acceptance of an order may be a result of one of the following:

- The product you ordered being unavailable from stock.
- Our inability to obtain authorisation for your payment.
- The identification of a pricing or product description error.

The contract will be concluded in English.

If you do require any information regarding orders you have placed with petalsofthevalley.co.uk please write to us at the following address:

Petals of the Valley Ltd, Tregout, Crossways, Newcastle, Nr. Monmouth, Monmouthshire, NP25 5NS

Contract cancellation under the Distance Selling Regulations

Please note that you are entitled to cancel this contract if you so wish provided that you exercise your right and notify us no longer than 14 working days after the day on which you receive the Products.

If you wish to exercise your right to cancel this contract after your order has already been dispatched, we will refund the original purchase price and delivery charge, provided that you have notified us in writing no longer than 14 working days after the day on which you receive the Products, and that you have taken reasonable care of the Products and not used them. Refund will be made to the account of the original purchaser.

Please complete and return the Cancellation Form at end of this document.

Please follow the notes set out in our **Returns procedure**

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Changes to Order

We're sorry that in most circumstances it's not possible to make changes to your order once you've placed it.

If you need to change details of your delivery address or remove items from your order please email petals@petalsofthevalley.co.uk. Please quote your name, telephone number, order number and order date.

If your order has already been dispatched or delivered, then you'll need to follow our **Returns procedure** in the event of any unwanted products.

Returns Policy

We want you to be satisfied with your Petals of the Valley purchases, if for any reason you feel the need to return your order please email petals@petalsofthevalley.co.uk in the first instance using the subject heading returns, and stating your order number and reason for any dissatisfaction, we will endeavour to contact you and discuss how we can best redress any dissatisfaction.

Missing, incomplete or damaged/faulty orders

If your order hasn't arrived, or arrives incomplete;

If your order has been dispatched but hasn't arrived within the expected time period;

If you haven't received the entire order as detailed in the order confirmation email sent to you;

Damaged/faulty goods – please provide details of the damage/fault, if possible please attach a jpeg photograph of these goods, and state whether you require refund or replacement. We will endeavour to contact you prior to you returning the damaged/faulty goods.

If a refund is required we will provide a full refund including delivery charge and return postage costs to the account of the original purchaser. Please follow the returns procedure

Returns procedure

- Please put your reason for return on the back of the delivery note
- Please state whether you require refund or replacement
- Enclose the delivery note with the product, and package up securely; please use original packaging if possible, but remove original labels
- Please return using signed for posting
- Please allow 14 days from posting date for us to refund or replace the product

Please return to Petals of the Valley Ltd, Tregout, Crossways, Nr. Newcastle, Monmouth, Monmouthshire.NP25 5NS

Compliance with laws

The Website may be used only for lawful purposes and in a lawful manner. You agree to comply with all applicable laws, statutes and regulations regarding the Website and any transactions conducted on or through the Website.

Cancellation Form

To: Petals of the Valley Ltd, Tregout, Crossways, Nr. Newcastle, Monmouth,
Monmouthshire, NP25 5NS.

Email: petals@petalsofthevalley.co.uk.

We/I (*) hereby give notice that We/I (*) cancel my/our contract of sale of the
following goods:

Ordered on (*)/received on (*)

Name of consumer(s)

Address of consumer(s)

Signature of consumer

Date:

(*) Delete as appropriate