

Ruby & Grace

Terms & Conditions

This page (together with any documents referred to in it) tells you the terms and conditions on which we supply any of the products (Products) listed on our website rubyandgrace.co.uk (our site) to you. Please read these terms and conditions carefully before ordering any Products from our site. You should understand that by ordering any of our Products, you agree to be bound by these terms and conditions. You should print a copy of these terms and conditions for future reference.

Information About Us

Ruby & Grace Ltd is registered in England and Wales under company number and with our registered office at 10 Reading Road, Pangbourne, Berkshire, RG8 7LY Our main trading address is 10 Reading Road, Pangbourne, Berkshire, RG8 7LY. Our VAT number is **150271545**

Intellectual Property Rights

All intellectual property rights concerning this web site including, but not limited to design, text, graphics, logos, images and other materials are owned by Ruby & Grace Ltd. No content or trademarks may be reproduced, copied, used, sold, and duplicated without our prior written consent.

Access to Our Site

We reserve the right to withdraw or amend our website at any time. Where we have provided you with a user ID, password or other security measures this information must be treated as confidential and may not be disclosed to any third party. In using our site you agree to accept and abide by all of our Terms and Conditions and act in accordance with the law. You may not alter, impair or interfere in any way with our website. If you default negligently in any obligations set out in these Terms and Conditions (including our Privacy Policy) you shall be liable for all the losses and damages that this may cause to Ruby & Grace Ltd, our affiliates, partners or licensors. By placing an order through our site, you warrant that:

- a. You are legally capable of entering into binding contracts
- b. You are at least 18 years old.

Ordering Online

Ruby & Grace Ltd, 10 Reading Road, Pangbourne, RG8 7LY. Tel: 0118 9767652.
Email: hannah@rubyandgrace.co.uk. Website: www.rubyandgrace.co.uk.
VAT Registration Number: 150271545

After placing your order, you will be sent a confirmation e-mail detailing your order number and confirming the value of your order, which has been debited from your credit or debit card.

If you have any queries regarding your order please contact our team on 0118 9767652 or send an e-mail to info@rubyandgrace.co.uk Our customer service team is available from 9.30am to 5.00pm Monday to Friday.

We will contact you by e-mail or telephone if we have any queries relating to your order.

Prices

The price of any Products will be as quoted on our site from time to time, except in cases of obvious error.

With the exception of specific account, wedding and event orders, all prices for products on our website are inclusive of VAT at current rates. All prices exclude delivery.

Prices are liable to change at any time.

Our site contains a large number of products and it is always possible that, despite our best efforts, some of the Products listed on our site may be incorrectly priced. If a product's correct price is higher than the stated price on our site, we will normally, at our discretion, either contact you for instructions before dispatching the Product, or reject the order and notify you of such rejection.

We are under no obligation to supply you with the Product at the incorrect (lower) price, even after we have sent you an order confirmation, if the pricing error is obvious and could have reasonably been recognised by you as a mis-pricing.

Payment

Payments may be made using a debit or credit card. All cards are subject to validation checks and authorisation by the card issuer. We will not be liable for delays or non-delivery if, for any reason, your card issuer refuses to authorise payment.

Ownership of the Products will only pass to you when we receive full payment of all sums due in respect of the Products, including delivery charges.

Delivery

We will send out goods according to the delivery day and option selected. We reserve the right to substitute flowers or foliage to the value of the order placed if we do not have the exact flowers or foliage in stock.

Your details and/or the details of the recipient may be shared with our couriers in order to complete the delivery of your order.

Our deliveries are sent out without a requirement for a signature. This means that the flowers can be left on the property (porch or step) or with a neighbour if there is no one home to accept delivery. If there is an alternative place to leave the flowers on the property please specify this when prompted to do so in the checkout area of our site. If you do not want the flowers to be left if no one is home then please write this in the comments box in the checkout area, the flowers will be taken back to the shop and the recipient will be left a card asking them to call to arrange redelivery.

The products will be at your risk from the time of delivery.

We do not accept any liability for delayed deliveries caused by any third party or by fire, flood or mechanical breakdown.

We do not accept any liability for incorrect postcodes or house names or numbers leading to deliveries to incorrect addresses.

Our Refunds Policy

Flowers:

We guarantee our bouquets for a minimum of 5 days from delivery provided that the care instructions are followed.

We endeavour to dispatch all of our flowers in perfect condition. In the unlikely event that your flowers have been damaged in transit please keep the flowers and contact us within 24 hours of receipt. We cannot be liable for claims reported outside of this time.

Where possible we will offer to replace the damaged flowers, however if this is not possible we will offer a full refund to the purchaser.

Plants:

Plants will be sold in good condition and fit for purpose provided that they are looked after according to care instructions. Our staff will offer you advice on this and you will also be able to review the care information in the shop for each plant on sale. We will not offer refunds on plants returned more than 24 hours after purchase.

Order Cancellations

We require two working days' notice prior to the delivery date for cancellations of bouquets. Should you need to cancel an order please contact us via the website or call the shop on 0118 9767652.

Our Right To Vary These Terms and Conditions

We reserve the right to vary these terms and conditions from time to time.

You will be subject to the policies and terms and conditions in force at the time that you order products from us, unless any change to those policies or these terms and conditions is required to be made by law or governmental authority.

Law and Jurisdiction

Contracts for the purchase of Products through our site will be governed by English law. Any dispute arising from, or related to, such Contracts shall be subject to the non-exclusive jurisdiction

n of the courts of England and Wales.

Contact Us

We have taken great care that your visit to our shop and website is a positive one and that your privacy is always respected.

Your questions, comments or requests regarding this privacy policy are welcomed and should be addressed us at info [-@rubyandgrace.co.uk](mailto:info@rubyandgrace.co.uk).