

Terms & Conditions

Our Products

Flowers by florists

Our selection of florist bouquets, arrangements and plants are handcrafted by a local florist. In these products, we have tried to include flowers that are readily available. However, the assortment can vary between the florists, and due to seasonal availability. If a specific flower is not available, this will be replaced by a similar flower in shape and colour. Our florists always aim to create a bouquet as similar as possible to the original product. In addition, please note that during floral peak days such as Valentine's Day prices for specific type of flowers such as roses can be higher. In most our images, we show flowers that are in full bloom, to represent the look of the bouquet during most of its life. When the flowers are delivered they are fresh, and therefore may include flowers that are still not in full bloom. This is not something negative, but makes sure that your floral gift can be enjoyed for as long as possible, All prices are given under each product and size respectively. Furthermore, the products shown in the web shop are example bouquets. The delivered bouquets can differ in appearance and in the number of flowers, depending on the season and region. We charge a delivery fee of Euro 6.00. A service fee of 7,00 € is already included in the flower price. When ordering to another country, please see listed price after choosing country. In that case we charge a service fee of Euro 7.00.

Add-ons

Pictures of add-ons (e.g.. vase, greeting card) represent the type of product available and the actual item delivered by the florist may differ from the picture you see on the website.

Discount codes and e-Vouchers

If you have received a discount code or an e-voucher, you are responsible for it. To avoid someone else using your code and making a purchase with your voucher, make sure you keep it in a safe place. Our discount codes and vouchers can be used in our web shop, in the order process before you complete the payment. Note that discounts are usually valid for a limited time only. Information regarding this can be found in the information given to you in access with the discount code and/or e-voucher. Please contact us if you experience any problems using the code and/or voucher.

Privacy Policy

Regionsflorist handles all customer information as confidential. The customers contact details must be correctly completed as we might need to come into contact with the customer. Regionsflorist does not provide customer information to third parties without the customer's explicit consent. For more information read our Privacy Policy.

Delivery times and Guarantees

General The time of delivery may vary due to different agreements with delivery companies and florists, especially around holidays like Christmas and New Year. Delivery of your flowers usually takes place between 8:00 am and 8:00 pm on weekdays and 8:00 am to 4:00 pm on Saturdays.

Deliveries to hotels, hospitals, government agencies / offices, medical offices, etc.

If the delivery of our products is to hotels, hospitals, government agencies / offices, medical offices - facilities with a reception – then Regionsflorist considers the order as executed and completed in the moment of the hand-over to the receptionist at the front desk.

Same Day Delivery

For orders placed before 2:00 pm Monday-Friday and 11:00 am on Saturdays, we can guarantee that your gift will be delivered on the same day to mainland and major cities.

Sundays and Public Holidays

We do not guarantee delivery on Sundays, like Christmas and New Year, and public holidays. All orders for those dates will be delivered on closest business day before or after requested date. Office is also closed Sundays and holidays, and all emails will be answered closest business day after.

Delivery security

The customer takes full responsibility for ensuring that the recipient information is complete and correct. For any delays in delivery due to lack of information, or if the recipient is rejecting the delivery, or if the flowers cannot be delivered and returned, there is no compensation. If the florist flower delivery will not be executed as requested, the customer has the right to cancel the order if the recipient's details were correct and the recipient was present.

We ask for a minimum of 24 hours notice to make any changes to your order. If you are requesting any changes on the date of delivery or the date before, we will make every effort though we can't guarantee this.

At busy periods, such as Christmas, Valentine's Day and Mother's Day, the minimum time required is extended to 3 working days. Due to the volume of orders being processed, deliveries may be prepared and organized in good time and so some changes may not be possible.

Delivery options

Our flowers are personally delivered and presented by florists or their delivery service.

Funeral orders

Funeral Sprays and wreaths are large products, and also require a large quantity of flowers. This type of product order should be placed 3 days in advance to guarantee delivery. For funeral bouquets and condolences/sympathy products, we guarantee same day delivery if you order within our given time frame (see our same day delivery policy above, in the same section 'Delivery times and Guarantees').

International orders

Flower orders to other countries are delivered by a local representative in that country. We deliver flowers to most countries in the world with a few exceptions, such as war zones. If there is a large time difference we need the order the day before the delivery. All orders are handled during business hours.

Liabilities and Delivery Conditions

The customer takes full responsibility that the given recipient information is complete and correct. If there is a delay in the delivery due to incorrect or incomplete information (including door code) provided by the customer or if the recipient refuses the flowers, the order will not be refunded.

When you place an order you have an option to instruct the florist if the recipient is not home to leave the flowers at the door of the recipient or with a neighbour. However, in his own discretion and depending on the weather conditions the florist may decide not to leave the flowers at the door, if they fear the flowers will be affected in a negative way. Regionsflorist will not be held responsible if the flowers are stolen. The florist may contact the recipient to arrange delivery, in cases where delivery information is missing. During extreme weather conditions we cannot guarantee that your order will be delivered on time and date. If we do not succeed in delivering your order, the order will be delivered as soon as possible. In those extreme cases our 100 % satisfaction guarantee is not applicable. The flowers will be delivered to the recipient by a local florist or a local courier company if the florist work with one.

Right of withdrawal for consumers

Consumers have a statutory right of withdrawal . A consumer is any natural person who enters into a transaction for purposes which can be mainly attributed to either their commercial or independent professional activity.

Withdrawal

You have the right to withdraw within fourteen days without giving a reason from this contract.

The withdrawal period is fourteen days from the date you or a representative of yours, other than the carrier, has taken possession of the goods. To exercise your right you have to contact us (World of Flowers B.V., Dreef 34 4175 AH Haaften, Niederlande, Tel.: +49 (0) 45 22 50 84 70, E-Mail: info (a) regionsflorist.de) by means of a clear statement (e.g. a letter consigned by post, fax or email) of your decision to withdraw from this contract.

To meet the withdrawal deadline, it is sufficient that you send notification of the right of withdrawal before the withdrawal period.

Effects of withdrawal

If you withdraw from this contract, we will reimburse all payments we have received from you, including the costs of supply (with the exception of the additional costs arising from the fact that you have chosen a type of delivery other than that offered by us as the cheapest standard), and repay immediately latest within fourteen days from the date on which the notification has been received about your cancellation of this contract with us. For this repayment, we use the same method of payment that you used in the original transaction, unless you explicitly agreed otherwise; in any case you will not be charged fees for this repayment. We may withhold the reimbursement until we have received the returned goods back, or until you have demonstrated that you have returned the goods, whichever is the earlier.

You have to return the goods immediately and in any event not later than fourteen days from the date on which you inform us of the cancellation of this contract. The deadline is met if you send the goods before the period of fourteen days. You are responsible for the direct cost of returning the goods. You only need to pay for any diminished value of the goods, where the value loss is due to a necessary check to ascertain the nature, characteristics and functioning of the goods.

Exclusion of the right of withdrawal

The right does not apply to contracts for the supply of goods that can expire quickly or whose expiration date has passed quickly.

Example “Withdrawal”-template

(In case you would like to withdraw from the contract, please fill in the required information below and send back.)

* To Regionsflorist:

* Herewith I (your name) would like to withdraw from the contract of buying the following products (product number)/services (service description)

* Ordered (order date)/received (reception date)

* Name of person who placed the order

* Address of person who placed the order

* Signature of the person who ordered (only when sending in on paper via post)

* Date

Payment and Security

You have several payment options like credit card, PayPal, invoice and SOFORT banking to choose from when you make an order with Regionsflorist. All credit card payments with Regionsflorist are handled by an accredited and secure e-commerce company, and security of payment via our website is of the highest order. You have several payment options (credit card, PayPal, invoice and SOFORT banking) to choose from and security of payment via our website is of the highest order. To be approved for payment by invoice, we will run a credit check when you make your first purchase. This will be done by the company Klarna AB. The invoice address has to be in Germany. The payment terms for invoices are 15 days.

If your order is cancelled due to delayed delivery, the paid amount will be re-paid within 30 days of specified delivery date. Note: You must be 18 years or older to make a purchase with Regionsflorist.

Order confirmation

After a purchase have been completed, you will see an order confirmation directly on the screen. An order confirmation is also sent to the given e-mail address you registered as a customer. Should you not have received a confirmation, please contact our helpful Customer Service.

Fraudulent orders

All acts of deception and fraudulent orders will be reported to and handled by the local police.

Download and Distribution of Content

Downloading content from Regionsflorist websites is at your own risk. Our content, including images are protected by copyright laws. All images on the website are owned by the company, and any commercial use or display of our images and plagiarism of text, without our approval, is strictly forbidden. If you wish to use our images and/or text, please contact us.

Refund policy

Refunds may occasionally be given at the discretion of the management.

IF PRODUCTS ARE DAMAGED OR FAULTY Because of the perishable nature of many products you are advised to make any complaint within 1 working day of the delivery date of your products.

We guarantee seven days of freshness for your flowers, plants or associated items from the date of delivery. If any flowers arrive damaged, die or wilt within seven days of delivery you should take a digital photograph of them and send it to us via our contact page.

Our customer service team will do their best to assess your complaint and in case of a confirmed complaint reason will either revise the price you have paid or replace your initial order. In case you ordered a florist delivery you can return the faulty product to the florist shop that delivered it. The local florist will then check the product and decide if it will be replaced free of charge. In case you had a box delivery we can offer you a free of cost product replacement or a credit voucher.

Return policy and complaints

If you are returning a product or you have a complaint please contact the Customer Services team via our contact page or by post at World of Flowers B.V., Dreef 34 4175 AH Haaften, Netherlands. You will then be given a returns reference number or customer service issue number (as appropriate). You must quote this number in all correspondence. Each return will be dealt with individually and the most appropriate action agreed with you.

Where products are being returned to us we advise you to return products by a secure postal method to the address given to you by our customer services representative and obtain a receipt as proof of returning it to us. If you have difficulties returning the Products, for example, by reason of their size, please contact us. If you do not use the returns reference number on all correspondence it may delay our response to you.

Complaints

Please contact the delivery store (see information on wrapping paper) as soon as possible concerning your complaint. If you meet any further trouble, contact Regionsflorist.

VAT and Taxation Rules

Regionsflorist is situated in the Netherlands. All flower orders made through Regionsflorist are delivered by a local florist in the country you made your order. When the delivery is taking place outside the Netherlands no Dutch VAT is applied in accordance with Dutch tax regulations. Local VAT is included in the product value delivered by the florist and paid by Regionsflorist. Regionsflorist strictly follows the rules set up by each local tax authority, and the laws governed by the European Union for international corporations.

Please note that we also have a web site designed for and focusing on our corporate customers. Click here if you are a corporate customer and you want to be redirected to the Terms & Conditions of the Regionsflorist website in your country.

Online dispute resolution of European Union

The EU commission provides under the following link a platform dedicated to helping consumers and traders resolve their disputes out-of-court:

<http://ec.europa.eu/consumers/odr>.