



Terms and conditions

PLACING AN ORDER:

When placing an order with Bon Aparte Flowers via the website www.bonaparteflowers.com, you are deemed to have read and understood the following terms and conditions.

CHANGES TO ORDERS:

We can make a change to an order with reasonable notice and before dispatch; once an order has been dispatched we cannot amend the order.

SUBSTITUTIONS:

The flowers and Products shown online are representative of color scheme, look and feel, overall style, and value rather than a literal interpretation of the delivery. Specific containers and/or flowers will vary in some cases depending on availability. In the case of fruit or gourmet gift baskets, please keep in mind that many fruits and other products are seasonal in nature and we will only utilize the freshest available produce and gourmet items. As a result, the components to create your fruit or gourmet basket may vary based on market availability.

DELIVERIES:

Please note that we are closed on Sundays and public holidays.

Delays may be caused by factors outside of our direct control, including but not limited to events of "force majeure":

- road closures and traffic conditions,
- lack of access to a delivery address due to factors beyond our control,
- an incorrect or insufficient address information provided at the time of the order
- an incorrect telephone number provided at the time of the order
- recipient unavailability

Delivery will be rescheduled for the soonest available delivery date/time and will not be refunded after the initial delivery attempt.

If we cannot make telephone contact with the recipient or the customer, we cannot be held responsible for non-delivery if we have tried all possible methods to fulfil the order.

Bon Aparte Flowers is not responsible for any order where the recipient refuses to accept the item. Bon Aparte Flowers will not issue refunds to any customer where the recipient, for whatever reason, will not accept the item.

DELIVERIES CUT OFF TIMES:

Monday – Friday

Same day delivery if order has been made before 12:00 pm

Saturday

Same day delivery if order has been made before 11:00 am

SMALL ERRORS

In the event of small errors in the order such as the wrong message card we do not offer a refund as the recipient has received the flowers which are the value of the order. We believe in being fair and reasonable in circumstances like this and we will provide the correct message afterwards. These rare errors do happen as the florists are only human. We may also consider a small gift as a further form of an apology to the customer.

PAYMENT:

Orders will not be processed if payment is not received.