HELLO SWEETPEA
FLORAL DESIGN

Floral Subscription Plan Policies

Signature Fortnightly rolling Pg 2
Signature Monthly rolling Pg 3
Signature 6 Month term Pg 4
Signature 12 Month term Pg 5

Luxe Fortnightly rolling Pg 6
Luxe Monthly rolling Pg 7
Luxe 6 Month term Pg 8
Luxe 12 Month Pg 9

info@hellosweetpea.co.uk hellosweetpea.co.uk

HELLO SWEETPEA
FLORAL DESIGN

Signature bouquet fortnightly rolling subscription terms and conditions

The subscription fee is charged on the last day of each month for the following month's deliveries. Bouquets are delivered on the second and last Wednesday of each month.

We require at least fourteen (14) days' notice before the end of the month to cancel your subscription and avoid being charged for the following month.

If you are away and provide at least fourteen (14) days' notice before the end of the month, we can skip the following month's deliveries at no additional charge.

Delivery is available within Oxfordshire only. By placing an order, you confirm that the delivery address provided is within our service area. We are not responsible for orders placed with delivery addresses outside of this area.

Nothing in these terms affects your statutory rights under applicable consumer protection laws.

If you have any questions regarding your subscription, please contact us before placing your order.

info@hellosweetpea.co.uk hellosweetpea.co.uk

HELLO SWEETPEA
FLORAL DESIGN

Signature bouquet monthly rolling subscription terms and conditions

The subscription fee is charged on the last day of each month for the following month's delivery. Bouquets are delivered on the second Wednesday of each month.

We require at least fourteen (14) days' notice before the end of the month to cancel your subscription and avoid being charged for the following month.

If you are away and provide at least fourteen (14) days' notice before the end of the month, we can skip the following month's delivery at no additional charge.

Delivery is available within Oxfordshire only. By placing an order, you confirm that the delivery address provided is within our service area. We are not responsible for orders placed with delivery addresses outside of this area.

Nothing in these terms affects your statutory rights under applicable consumer protection laws.

If you have any questions regarding your subscription, please contact us before placing your order.

info@hellosweetpea.co.uk hellosweetpea.co.uk

HELLO SWEETPEA
FLORAL DESIGN

Signature bouquet 6 month subscription terms and conditions

Cancellation & Refund Policy (6 Months)

This flower subscription is a fixed-term package consisting of monthly flower deliveries over a period of six (6) months. The subscription is payable at a rate of £55 per month for the full 6-month term.

The subscription fee is charged on the last day of each month for the following month's delivery.

Deliveries are made on the second Wednesday of each month.

Delivery is available within Oxfordshire only. By placing an order, you confirm that the delivery address provided is within our service area. We are not responsible for orders placed with delivery addresses outside of this area.

By purchasing this subscription, you agree to receive the full six-month package of deliveries. Following the expiry of any applicable statutory cancellation period, the subscription cannot be cancelled, paused, transferred, or refunded before the end of the term.

If you are unavailable to receive a scheduled delivery, please provide at least fourteen (14) days' notice before the delivery date. Where sufficient notice is given, we will reschedule that delivery to a future month. The subscription period may be extended as necessary to ensure that you receive the full number of bouquets included in your subscription.

One delivery postponement will be accommodated free of charge. Any additional requests to postpone deliveries may be accepted at our discretion, subject to availability and operational requirements.

Requests received with less than fourteen (14) days' notice may be unable to be accommodated, as flowers and materials may already have been ordered and prepared.

Nothing in this policy affects your statutory rights under applicable consumer protection laws.

If you have any questions regarding your subscription, please contact us before placing your order.

info@hellosweetpea.co.uk hellosweetpea.co.uk

HELLO SWEETPEA
FLORAL DESIGN

Signature bouquet 12 month subscription terms and conditions

Cancellation & Refund Policy (12 Months – Signature)

This flower subscription is a fixed-term package consisting of monthly flower deliveries over a period of twelve (12) months. The subscription is payable at a rate of £50.50 per month for the full 12-month term.

The subscription fee is charged on the last day of each month for the following month's delivery.

Deliveries are made on the second Wednesday of each month.

Delivery is available within Oxfordshire only. By placing an order, you confirm that the delivery address provided is within our service area. We are not responsible for orders placed with delivery addresses outside of this area.

By purchasing this subscription, you agree to receive the full twelve-month package of deliveries. Following the expiry of any applicable statutory cancellation period, the subscription cannot be cancelled, paused, transferred, or refunded before the end of the term.

If you are unavailable to receive a scheduled delivery, please provide at least fourteen (14) days' notice before the delivery date. Where sufficient notice is given, we will reschedule that delivery to a future month. The subscription period may be extended as necessary to ensure that you receive the full number of bouquets included in your subscription.

One delivery postponement will be accommodated free of charge. Any additional requests to postpone deliveries may be accepted at our discretion, subject to availability and operational requirements.

Requests received with less than fourteen (14) days' notice may be unable to be accommodated, as flowers and materials may already have been ordered and prepared.

Nothing in this policy affects your statutory rights under applicable consumer protection laws. Where you have a legal right to cancel, reject goods, or receive a refund, those rights will continue to apply.

If you have any questions regarding your subscription, please contact us before placing your order.

info@hellosweetpea.co.uk hellosweetpea.co.uk

HELLO SWEETPEA
FLORAL DESIGN

Luxe bouquet fortnightly rolling subscription terms and conditions

The subscription fee is charged on the last day of each month for the following month's deliveries. Bouquets are delivered on the second and last Wednesday of each month.

We require at least fourteen (14) days' notice before the end of the month to cancel your subscription and avoid being charged for the following month.

If you are away and provide at least fourteen (14) days' notice before the end of the month, we can skip the following month's deliveries at no additional charge.

Delivery is available within Oxfordshire only. By placing an order, you confirm that the delivery address provided is within our service area. We are not responsible for orders placed with delivery addresses outside of this area.

Nothing in these terms affects your statutory rights under applicable consumer protection laws.

If you have any questions regarding your subscription, please contact us before placing your order.

info@hellosweetpea.co.uk hellosweetpea.co.uk

HELLO SWEETPEA
FLORAL DESIGN

Luxe bouquet monthly rolling subscription terms and conditions

The subscription fee is charged on the last day of each month for the following month's delivery. Bouquets are delivered on the second Wednesday of each month.

We require at least fourteen (14) days' notice before the end of the month to cancel your subscription and avoid being charged for the following month.

If you are away and provide at least fourteen (14) days' notice before the end of the month, we can skip the following month's delivery at no additional charge.

Delivery is available within Oxfordshire only. By placing an order, you confirm that the delivery address provided is within our service area. We are not responsible for orders placed with delivery addresses outside of this area.

Nothing in these terms affects your statutory rights under applicable consumer protection laws.

If you have any questions regarding your subscription, please contact us before placing your order.

info@hellosweetpea.co.uk hellosweetpea.co.uk

Luxe Bouquet 6 month flower Subscription terms and conditions

This flower subscription is a fixed-term package consisting of monthly flower deliveries over a period of six (6) months. The subscription is payable at a rate of £75 per month for the full 6-month term.

The subscription fee is charged on the last day of each month for the following month's delivery.

Deliveries are made on the second Wednesday of each month.

Delivery is available within Oxfordshire only. By placing an order, you confirm that the delivery address provided is within our service area. We are not responsible for orders placed with delivery addresses outside of this area.

By purchasing this subscription, you agree to receive the full six-month package of deliveries. Following the expiry of any applicable statutory cancellation period, the subscription cannot be cancelled, paused, transferred, or refunded before the end of the term.

If you are unavailable to receive a scheduled delivery, please provide at least fourteen (14) days' notice before the delivery date. Where sufficient notice is given, we will reschedule that delivery to a future month. The subscription period may be extended as necessary to ensure that you receive the full number of bouquets included in your subscription.

One delivery postponement will be accommodated free of charge. Any additional requests to postpone deliveries may be accepted at our discretion, subject to availability and operational requirements.

Requests received with less than fourteen (14) days' notice may be unable to be accommodated, as flowers and materials may already have been ordered and prepared.

Nothing in this policy affects your statutory rights under applicable consumer protection laws.

If you have any questions regarding your subscription, please contact us before placing your order.

info@hellosweetpea.co.uk hellosweetpea.co.uk

Luxe bouquet 12 month subscription terms and conditions

Cancellation & Refund Policy (12 Months – Luxe)

This flower subscription is a fixed-term package consisting of monthly flower deliveries over a period of twelve (12) months. The subscription is payable at a rate of £68.50 per month for the full 12-month term.

The subscription fee is charged on the last day of each month for the following month's delivery.

Deliveries are made on the second Wednesday of each month.

Delivery is available within Oxfordshire only. By placing an order, you confirm that the delivery address provided is within our service area. We are not responsible for orders placed with delivery addresses outside of this area.

By purchasing this subscription, you agree to receive the full twelve-month package of deliveries. Following the expiry of any applicable statutory cancellation period, the subscription cannot be cancelled, paused, transferred, or refunded before the end of the term.

If you are unavailable to receive a scheduled delivery, please provide at least fourteen (14) days' notice before the delivery date. Where sufficient notice is given, we will reschedule that delivery to a future month. The subscription period may be extended as necessary to ensure that you receive the full number of bouquets included in your subscription.

One delivery postponement will be accommodated free of charge. Any additional requests to postpone deliveries may be accepted at our discretion, subject to availability and operational requirements.

Requests received with less than fourteen (14) days' notice may be unable to be accommodated, as flowers and materials may already have been ordered and prepared.

Nothing in this policy affects your statutory rights under applicable consumer protection laws. Where you have a legal right to cancel, reject goods, or receive a refund, those rights will continue to apply.

If you have any questions regarding your subscription, please contact us before placing your order.