



### **Terms and conditions of online orders**

These Terms and Conditions govern your use of the Stucio&Waow Online site and the Stucio & Waow Shop. These terms and conditions do not affect your statutory rights. If you have any queries please contact us at:

Stucio & Waow  
The Waow Studio  
42 Newhall Gardens  
Dundee  
Scotland DD2 1TW  
Tel. 01382 642732  
Website: [www.stuciowaow.co.uk](http://www.stuciowaow.co.uk)  
E-mail: [stuciowaow@blueyonder.co.uk](mailto:stuciowaow@blueyonder.co.uk)  
VAT. No 893 3225 10

### **Standard Terms & Conditions:**

You will be given clear instructions to follow to navigate the Order form and you will be required to provide us with your complete personal details, including accurate postcode, relevant telephone numbers and all necessary payment details. We accept all major credit and debit cards. You will be directed to PayPal for all online transactions. By completing the online order and confirming the check out stages you are consenting to be bound by these Terms & Conditions.

Submitting your Order Form is subject to our acceptance of this offer when we issue a written confirmation of acceptance by e-mail to the e-mail address with which you have addressed us. This message will re-confirm elements of the order(s) you have placed.

Continued overleaf:

## Standard Terms & Conditions

1. All Stucio&Waow Shop Products will be delivered by courier or Royal Mail with the exception of the following items:
  - Cala Wands which can only be ordered for delivery in Dundee area.
  - Eternal Products that are ordered for delivery within the Dundee area will be delivered by Stucio & Waow.

Whilst we endeavour to delivery these products to you within 14 days of order submission, pending stock please allow 28 days for delivery.

2. Stucio & Waow shop orders can be amended or cancelled with full refund up to 72 hours after submission of order form. Please telephone us on 01382 642732 to cancel an order.
3. In the event that we are unable to supply the Stucio&Waow product or any substitute product to you at all, we shall notify you as soon as reasonably possible within 14 days of submission of order.
4. You are entitled to cancel any payment at any time of fraudulent use has been made of your credit or debit card by another person not acting on behalf of you or as your agent.
5. You will be required to sign for receipt of goods. Please advice of any damages or missing articles within 48 hours of receipt of order(s). You may cancel and return any item within 7 days of receipt of item for a refund of the full purchase price less post and packaging charges. Please notify us on tel. 01382 642732 to what items you are returning or e-mail: [stuciowaow@blueyonder.co.uk](mailto:stuciowaow@blueyonder.co.uk).
6. Returning items under this guarantee is the responsibility of the purchaser. We do not accept responsibility for return postage costs or items lost or damaged in transit to us or any other circumstances beyond our control, except at our discretion.
7. We take payment at the time of order, not necessarily despatch. No order is accepted by Stucio & Waow until the order has been checked and approved. You will be notified by e-mail the expected arrival of your order. Your order will be delivered by courier or Royal Mail. Please allow 14 days for delivery.
8. All items are available whilst stock lasts. Photographs, colours and sizes are supplied as a guide and products may differ slightly upon delivery. All products sold are subject to our standard terms and conditions.

Please refer to the sections below for further information in regard to the Cala or Eternal Bouquets.

### **Ordering of Cala Wands from shop selection:**

1. Cala Wands must be ordered at least 2 months in advance of Wedding Date. If you wish to book within the 2 month period please contact us on 01382 642732 to check availability.
2. The Stucio & Waow Cala wand designs are perishable products that can only be delivered on your Wedding date.
3. The Stucio & Waow Cala wand designs can only be delivered within the designated delivery area of Dundee DD1-DD5, DD6 Newport, Tayport, Wormit, Carnoustie, Arbroath (town only), and Carse of Gowrie including Longforgan, Abermyte, Inchtute, Fingask and Errol.
4. We cannot guarantee that the flowers will be an exact colour match to your dresses
5. All prices listed in are inclusive of VAT (17.5%). This will be added and shown as you navigate through order form
6. Delivery of cala wand designs is to one address only (home or venue)
7. Standard delivery is between the hours of 8-12noon on the Wedding Day  
Delivery times are our discretion. In the event of traffic delays due to congestion, accidents or works we will require a contact telephone number so we can advise you if delivery will be delayed.
8. Cancellation: A cancellation of order 4 weeks prior to the wedding date will incur a charge 20% of total booking cost. A cancellation 14 days prior to the wedding date will incur a charge 50% of total booking cost. No refund will be given should cancellation of order be submitted within 10 days of the wedding date.
9. In the event of supply difficulties we reserve the right to substitute any flower or variety shown in the bouquet collection for that of a similar variety or colour. In extreme events we will contact you to arrange a suitable substitution.
10. Upon receipt of delivery you will be required to sign for receipt of goods and you must check over the delivery to ensure all goods are present. Please advice of any damages or missing articles within 1 hour of receipt of goods. Please contact us on 01382 642732.
11. All subjects sold are subject to our standard terms & conditions with the exclusion of article 5. This does not apply to this product. Refunds of the cala products after delivery are subject to our discretion and will only be considered upon proof of poor quality. The bouquet must be retained and provided to us for evidence of quality. Photographic proof may also be required.

### **Ordering of Eternal Bouquets from shop selection:**

The flowers used in the Eternal Range have been preserved via a freeze dried method so that the flower retains much of its natural look and form. Supplied per head the flower does not have a natural stem and a wired or glued method is used to make each design. The handle of the bouquet is finished with a coordinating ribbon.

- Preserved flowers are sensitive to cold conditions it is recommended that you store your bouquet at a temperature of 5-18°C away from sources of direct heat, draughts or moisture.
- Preserved flowers should be handled like fresh flowers; it is recommended that you refrain from squeezing or over touching the heads of the flowers as this may cause damage to the petals and the flower head.
- We cannot guarantee that the flower colours will be an exact match to your dresses.
- Do not spray the flowers with any perfumes or use scented oils to add fragrance; this will result in damage to the flower.
- The roses are available in several colours if your preferred colour is not shown please contact us to check availability
- All subjects sold are subject to our standard terms & conditions

#### **Disclaimer:**

Whilst every care is taken in the preservation process some flaws may be evident on the edge of the rose petals, there may be slight tears or folds. This is something that is out with our control and it does not adversely affect the look of the flower.

Whilst the flowers have been preserved for longevity we cannot guarantee the shelf life of the product. With good care and storage it is maintained that the flowers will retain their form for several years.