

Terms & Conditions - Privacy Policy

TERMS OF USE

This Website is operated by Eternity Roses Ltd. All inquiries may be directed to:

Eternity Roses Ltd.
sales@eternityroses.ie

Your use of this Website is governed by these Terms and Conditions. Please take a few minutes to review these Terms and Conditions. Your use of eternityroses.ie Website constitutes your agreement to follow these rules and to be bound by them. By placing an order with Eternity Roses, you are agreeing to our Terms and Conditions. You must be 18 years or older, and have a valid credit card, with full authority to use it, to submit an order for products or services through our Website. If you do not agree with any of these Terms and Conditions, please do not use the eternityroses.ie Website.

Payment

You must pay in full by debit, credit card or PayPal Secure Checkout in advance when you submit an order through our Website.

Payment will be collected at the time of placing the order. Full payment must be received in advance before any goods are prepared or dispatched. If any payment is subsequently withdrawn, disputed, charged back or reversed in any way by you, you will have to pay the full amount of the sale, plus an administration fee and any additional fees incurred by Eternity Roses.

No Refunds on delivered items

As all of our products are live florals, all sales are final and no refunds or store credit will be issued.

Cancellation/Refunds

Orders cannot be cancelled once Eternity Roses has begun processing the order. In order to promptly deliver our arrangements as fresh as possible, be aware that the processing of an order commences almost immediately once you have submitted your order. However, should you wish to change or cancel your order, you are welcome to send us an email to check whether the processing of an order has commenced, and if it has not we may be able to accommodate your request to cancel and will do our best to meet your needs. Any changes to or cancellation of an order can only be made with Eternity Roses prior written approval and additional charges may apply. Any agreement by Eternity Roses to accommodate a cancellation request will be conditioned upon payment of any and all costs, charges and expenses already incurred by Eternity Roses to that point, and you agree that such amounts may be deducted from any payments previously made to Eternity Roses. During routine website maintenance, any pricing

issues may not be honored and orders may be cancelled and refunded when improper rates are applied.

Accordingly, we encourage you to carefully check your order before submitting it.

Price quotes are good for thirty (30) days.

Roses Sizes & Colors

Photos / videos: All our images are without retouching. However, it is difficult to reproduce the size and true colors of a product. Color rendering can also vary from one screen to another.

Delivery

Even though Eternity Roses always make a big effort to protect the product, Eternity Roses is not responsible for lost, stolen or damaged goods once an order leaves our possession.

If you mentioned a specific delivery date when placing your order, we will do our best to arrange delivery for that day. You acknowledge that requested delivery dates are non-binding estimates only and that you have no claim against us for any delays or early deliveries. Once your order is in the hands of the carrier, we have no control over the delivery process and we recommend you choose a delivery date at least one day early to avoid disappointment.

PRIVACY POLICY

Eternity Roses takes the utmost care and concern for your privacy while you are shopping on our Website. Eternity Roses does not sell or share any personal information gathered from our Website. In order to process orders, we need to obtain certain information such as your name, shipping and billing information, phone number, email and credit card information. Transactions on our Website are secured and our Website does not store your credit card information.

General

You agree that: (i) the services being provided and goods sold by Eternity Roses shall be deemed solely based in Ireland; and (ii) the Website shall be deemed a passive website that does not give rise to personal jurisdiction over Eternity Roses, either specific or general, in jurisdictions other than Ireland. These Terms and Conditions shall be governed by the internal substantive laws of Ireland, without respect to its conflict of laws principles. Any claim or dispute between you and Eternity Roses that arises in whole or in part from your use of the Website shall be decided exclusively by a court of competent jurisdiction located in Ireland, Co. Cork. These Terms and Conditions, and any other legal notices published by Eternity Roses on the Website, shall constitute the entire agreement between you and Eternity Roses regarding your use of Eternity Roses's Website. If any provision of these Terms and Conditions is deemed invalid by a court of competent jurisdiction, the invalidity of such provision shall not affect the validity of the remaining provisions of these Terms and Conditions, which shall remain in full force and effect. No waiver of any term of these Terms and Conditions shall be deemed a further or continuing

waiver of such term or any other term, and Eternity Roses's failure to assert any right or provision under these Terms and Conditions shall not constitute a waiver of such right or provision. Eternity Roses reserves the right to amend these Terms and Conditions at any time and without notice, and it is your responsibility to review these Terms and Conditions for any changes. Your use of the Website following any amendment of these Terms and Conditions will signify your assent to and acceptance of its revised terms. **YOU AND ETERNITY ROSES AGREE THAT ANY CAUSE OF ACTION ARISING OUT OF OR RELATED TO THE WEBSITE MUST COMMENCE WITHIN SIX MONTHS AFTER THE CAUSE OF ACTION ACCRUES. OTHERWISE, SUCH CAUSE OF ACTION IS PERMANENTLY BARRED.**

Customer Service

For immediate assistance:

sales@eternityroses.ie

Monday-Friday

8am-5pm