

Terms & Conditions Blackwater Gifts and Flowers

By accessing, browsing or using this website, you agree to the terms, conditions and disclaimers. By purchasing an item advertised on this website, you agree to be bound by these Terms and Conditions. Our Company may amend these Terms and Conditions from time to time and any amendment will become effective immediately.

Your continued use of this website after amendment constitutes an agreement to abide by and be bound by these Terms and Conditions, as amended.

Same-Day Delivery - Monday to Friday

Orders must be received before 2:00 p.m. in the recipient's time zone to assure same-day delivery.

Orders received after that time will be delivered the following day.

Flower deliveries to residential addresses usually occur between 11:00am and 5.30pm, & flower deliveries to work addresses usually occur between 11:00am and 5:00pm. Please note that these delivery times will likely be extended during busy floral events including (but not limited to) Mother's Day, Valentine's Day and Christmas.

There are some locations due to their remoteness that cannot be guaranteed for same day delivery.

If this is the case we will contact you to discuss alternate delivery options.

Some deliveries may also be required to be collected from the nearest town or depot.

Should this be the case our florist may contact the recipient to arrange pick up.

Whilst we offer customers the opportunity to nominate a preferred time of delivery (i.e. AM, PM) it is not possible to guarantee that these times will be achieved.

If the flowers are for a timed event (for example, a funeral or business function), the florists will do their best to assist.

However we strongly recommend that you provide us with an alternative address so the flowers can be delivered elsewhere if too late for the timed event.

Same-Day Delivery - Saturday

Orders must be received before 10:00 a.m. in the recipient's time zone to assure same-day delivery.

Orders received after that time will be delivered the following day business day.

Flower deliveries to residential addresses usually occur between 11:00am and 1pm.

Please note that these delivery times will likely be extended during busy floral events including (but not limited to) Mother's Day, Valentine's Day and Christmas.

There are some locations due to their remoteness that cannot be guaranteed for same day delivery.

If this is the case we will contact you to discuss alternate delivery options.

Some deliveries may also be required to be collected from the nearest town or depot.

Should this be the case our florist may contact the recipient to arrange pick up.

Public Holiday Delivery:

Orders received on public holidays will be delivered on the next working day without notice to the customer.

Delivery Confirmation

Should you be seeking confirmation that your intended recipient has taken delivery already or to get an updated delivery time, please be aware that we don't have the ability to track your order and so therefore are unable to provide you with a delivery confirmation or expected time of delivery.

In our experience, recipients generally contact you shortly after delivery to thank you for their gift either by phone, email or SMS.

Bereavement orders can be a little different. We find that flowers sent to funerals or soon after a funeral service can take a couple of days to be acknowledged simply because of the sheer number of flowers received at the one time.

Should you have reason to be concerned that your order hasn't been delivered on the nominated day please firstly check your order confirmation to ensure the correct address was provided and then please confirm with your intended recipient that they aren't in receipt of their gift.

Be sure to have them check that it hasn't been left at a front or back door or shaded area like the garage or verandah that may not get used.

Whilst we understand that this can be an uncomfortable call to make, we often find that there are reasons why the recipient hasn't phoned you immediately upon receipt. Should the address be correct and you've spoken to the recipient who has confirmed they are not in receipt of your gift, please contact us on the number provided above and they will be more than happy to investigate the matter further.

Privacy Policy

Our Company is committed to the protection of personal information in compliance with the Australian Privacy Amendment Act 2001.

Substitution Policy

Images found on this site are used as guides only and may not be exactly the same as the final product. The stem count and contents for each product will vary due to regional availability and prices. We reserve the right to make fair and reasonable substitutions according to the practical availability of flowers, items and containers.

Recipient 'Not At Home'

We are not responsible for deliveries if the recipient is not at the location at the time of delivery or if incorrect or incomplete information is provided.

If you are the customer, you must make sure that the recipient will be at the location on the date given on the order form for delivery or provide alternate instructions.

It is essential that a contact phone number for the recipient be provided on the order form so that should the courier have difficulty locating the address or is having difficulties accessing a building or there are dogs, the courier can contact the recipient to check if they are at the location before they attempt to deliver the gift. If you do not wish the recipient to be contacted you need to provide alternative contact details.

If a phone number has not been provided on the order form and the recipient is either not at the location when the delivery is made or the courier has difficulty locating the delivery address completely they may do one of the following:

Leave a "not at home" card at the recipient's location and return the order to the florist. This card explains the situation and asks the recipient to contact us to pick the flowers up from the store.

Additional delivery charges will apply if we have to deliver the gift more than once.

If the courier deems the location to be a "safe" location the item will be left at the address provided.

In these cases, delivery will be deemed to have been made successfully.

If you do not want the order left at the address please ensure this information has been provided in the special instructions field on the order form.

Fees & Charges

Prices include a delivery and service fee in the total price shown at the checkout.

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Non-Deliveries

We will try our best to deliver any gift, but we do not guarantee the delivery of any product if one of the following occurs:

Recipient refuses to accept delivery of the gift.

Address provided is incorrect.

Occupants are not at the location and do not respond to the "not at home" card left by our courier.

If one of these instances occurs, we may judge that the delivery has been made.

Minesite and Camp Deliveries

Each mine and camp is separate and the price for delivery to requested mines are all different.

Most mines have a security hut and we are not legally allowed past that point so deliveries to those mines are left with the Security site, phone number for the recipient is absolutely essential. Camps have a reception and we are not legally allowed to deliver items to camp rooms, they are left at reception.

We cannot guarantee that the recipient is at work on that day or that the Security Company or reception will contact them.

If the price paid for the delivery is not correct for that mine site the extra value will be taken out of the flower value.

Non-Deliveries

We will try our best to deliver any gift, but we do not guarantee the delivery of any product if one of the following occurs:

Recipient refuses to accept delivery of the gift, address provided is incorrect.

Occupants are not at the location and do not respond to the "not at home" card left by our courier.

If one of these instances occurs, we may judge that the delivery has been made.

Cancellations

Blackwater Gifts and Flowers cannot cancel any order that has already been made up by the supplier, even if the order has not been delivered.

Refunds

It is not normally policy to refund the price of the product.

However, as every customer and gift is individual, (and therefore may require a decision on a case-by-case basis), please contact us so we can determine the best solution to the problem.

Time Sensitive/ Difficult/ Hospital Deliveries

While we will try our best to make sure that your gift is received at the event/place, we do advise you to include a secondary address for delivery.

The recipient of the gift must be available at this address after the end of the event.

Delivery to difficult and remote areas may incur extra delivery, above that already allowed in the gift value.

The payment of extra delivery is the responsibility of the customer and if not included will be taken out of the flower or gift value.

Due to the perishable nature of our products, we do not deliver flowers and gifts to PO Boxes or Locked Bag addresses.

We do not guarantee delivery to the following timed events:

Funerals, wedding receptions, parties, functions

Timed Deliveries

Blackwater Gifts and Flowers cannot guarantee specific delivery times for any orders, due to the dynamic nature of couriers.

While we offer customers the opportunity to nominate a preferred time of delivery, it is not possible to guarantee that these times will be achieved.

We suggest you restrict your requests to delivery during School or Business hours or such things as 'as late as possible'

Also, it is usually possible though not guaranteed to deliver on a Saturday up to 1pm.

It is not possible to deliver Sunday or on national public holidays. (This excludes Mothers Day)

If the flowers are for a timed event like a funeral, the florists will do their best to assist.

However, we strongly recommend that you give an alternative address so the flowers can be delivered there if too late for the timed event.

Alcohol

In Australia, it is illegal for alcohol to be purchased by or delivered to any person under the age of 18 and similar conditions may apply in other countries.

The sender of the item is responsible for ensuring that their order complies with the law in this regard and absolves Blackwater Gifts and Flowers of any responsibility in this regard.

We do not guarantee the delivery of alcohol with all purchases. The laws regarding the sending of alcohol are very complicated.

Why we do not guarantee the delivery of alcohol with all purchases:

We are unable to guarantee the recipient of the gift is over the legal age.

The recipient of the gift may have certain religious beliefs

Quality Assurance

Every effort is made to deliver flowers and gifts on the day requested and in a condition that reflects the high standards set by Blackwater Gifts and Flowers.

Quality complaints must be received within 24 hours of delivery.

A quality complaint is anything to do with an order that was delivered including but not limited to poor quality, missing items, expired items, wrong items.

A photo must be provided.

Non delivery complaints must be received within 24 hours of delivery date.

Complaints received after this time frame will be considered on an individual basis, however after this time there is no guarantee of compensation.

Privacy

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The stem count and contents for each product will vary due to regional availability and prices.

Our company reserves the right to make fair and reasonable substitutions according to the practical availability of flowers, items and containers.

Recipient 'Not At Home'

We are not responsible for deliveries if the recipient is not at the location at the time of delivery or if incorrect or incomplete information is provided such as incorrect address or wrong phone number.

If you are the customer, you must make sure that the recipient will be at the location on the date given on the order form for delivery or provide alternate instructions.

It is essential that a contact phone number for the recipient be provided on the order form so that should the courier have difficulty locating the address or is having difficulties accessing a building, the courier can contact the recipient to check if they are at the location before they attempt to deliver the gift.

If a phone number has not been provided on the order form and the recipient is either not at the location when the delivery is made or the courier has difficulty locating the delivery address completely they may do one of the following:

Leave a "not at home" card at the recipient's location and return the order to the florist.

This card explains the situation and asks the recipient to contact the store to come and pick the item up.

Additional delivery charges will apply if the courier has to deliver the gift more than once.

If the courier deems the location to be a "safe" location the item will be left at the address provided.

In these cases, delivery will be deemed to have been made successfully.

If you do not want the order left at the address please ensure this information has been provided in the special instructions field on the order form.

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