

TERMS & CONDITIONS

1. SELLER

Products

Lane Crawford (Hong Kong) Limited ("Lane Crawford") is the seller of the products

Flower Service

Fresh Flower Deliveries are provided by Lane Crawford via its service partner Gary K Limited

2. PRODUCTS & FLOWER SERVICE

Products

All products are subject to availability and we reserve the right to decline the order placed partly or in whole should the products become unavailable.

Flower Service

We reserve the right to change all or some of the contents or packaging for all requested floral arrangements or gifts to provide an item of equal or greater value without notice. All products are subject to availability.

Flowers may be delivered in bud to ensure longer display life. Bouquets content may be harmful if eaten and/or a skin irritant/allergen - please contact us on +852 2118 7777 if you require further information before submitting an order. Lane Crawford shall not be responsible for any irritations/allergies or harmful consequences due to flowers that are ordered and delivered to any recipient.

The flower service is excluded from accrual of Privilege Card Bonus Points and is not entitled to a Privilege Card discount.

3. ORDER PROCESS AND ACKNOWLEDGEMENT

- 3.1 In order for us to deliver your requested product order on the date specified, we require complete, accurate details of the recipient, including a recognizable recipient name, address details and contact telephone number(s) and your day time contact telephone number or mobile number and your e-mail address.
- 3.2 Your order will only be processed if full payment details are given. Products and flower service are subject to availability. If we are unable to supply the goods ordered, we will inform you of this as soon as possible. A full refund will be given if you have already paid for the goods.
- 3.3 If you enter a correct fax number or e-mail address we will send you a purchase receipt via fax or e-mail.

4. PAYMENT

- 4.1 We accept payment by Visa, MasterCard and American Express credit cards.
- 4.2 If any credit card offered for payment is declined by the card issuer, we will make every effort to contact you on the phone number or e-mail given at the time of ordering for an alternative form of payment. If, for whatever reason, we are unable to contact you, the order will be cancelled.
- 4.3 You will be charged the current price for buying products and flower service at the date you place your order. We do our best to make sure the prices and delivery charges are correctly shown and updated. However, in exceptional cases where an error may occur, we will correct the price and delivery charges and ask you to confirm whether or not you wish us to complete your order.

5. DELIVERY

- 5.1 We deliver to most of Hong Kong addresses except PO Boxes. Kindly contact the Concierge at +852 2118 7777 for applicable charges
- 5.2 Flower deliveries will not normally be made on a Sunday or on Public Holidays. Urgent deliveries may only be confirmed with agreement from us, additional charges may be applicable. Please contact the Concierge on +852 2118 7777 by telephone if you require an urgent delivery or delivery at these times to see whether it is possible for us to make a special delivery.
- 5.3 Orders generally require a signature to acknowledge delivery. The signature of the person accepting delivery at the delivery address will be proof that delivery has been received by you or the person, to whom the order is addressed. If no one is available to accept the delivery to your designated recipient, they will receive a card to advise that a delivery has been attempted and we will attempt to re-contact you via telephone for advice and action.
- 5.4 Occasionally we may be unable to deliver due to non-availability of stock or unforeseen circumstances. If such a problem arises we will issue you with a refund of any payment made. This will discharge any liability for failure to deliver your order. Whilst we make every effort to deliver your goods on your specified delivery time and date, we cannot be held responsible if we are unable to do this due to circumstances beyond our control. If you are not completely satisfied with the products delivered please contact our Customer Relationship Management Department, within 48 hours of delivery at +852 2118 2288, quoting your order reference number on your purchase receipt.

6. CANCELLATION

- 6.1 Cancellations can only be accepted, other than in respect of goods made to your specification or clearly personalized products, if written request been received by our Customer Relationship Management Department at least 48 hours before the requested delivery date or, if earlier, before any last given order date and subject to the consent of Lane Crawford. Orders placed or cancelled on Saturdays, Sundays or Public Holidays will be treated as having been received by us on the following working day. However, where the goods have been delivered to you, you may return them within 21 days, starting from the day the goods were received. We reserve the right to charge you to collect the goods and to charge you for any damage that may have occurred whilst the goods have been in your possession, terms and conditions of Returns and Refunds are applicable.
- 6.2 For practical reasons, all floral arrangements are non-exchangeable and non-refundable
- 6.3 Due to nature of flowers, these products are subject to availability. In the event of supply difficulties, we will substitute flowers or packaging of equal quality and value without notice and shall not constitute a reason for cancellation

7. GENERAL

- 7.1 The reproduction of colors of our products is as close as the photographic and production process will allow
- 7.2 We reserve the right to supplement and amend these Terms and Conditions without notice
- 7.3 Lane Crawford, its directors, staff, agencies, service partner, consultants or associates are under no legal liability should any customer have claims whatsoever in connection with the supply of products and provision of the flower service
- 7.4 In case of any dispute, the decisions of Lane Crawford is final
- 7.5 Your purchase will be deemed to have occurred in Hong Kong. These Terms and Conditions shall be governed by and construed in accordance with laws of Hong Kong Special Administrative Region of the PRC