Terms and Conditions



Thank you for visiting Wild Hive! We hope you enjoy our designs and hand crafted paper products. We want you to have the best possible experience working with us and so have put together a set of terms and conditions to ensure this happen. When using our website you agree to our terms of use and when making an order you agree to our terms and conditions, unless you inform us otherwise, in writing, prior to the order being placed. If you have any questions please do not hesitate to get in touch with Bee – hello@wildhive.co.uk

Orders and commissions

**Production time**: Make times vary per commission due to the bespoke nature of this craft. The times provided on the site are estimates and meant as a guideline. We will agree a time frame with you in advance of starting work on your order. We will never compromise the quality of an order so we will only accept an order if we have sufficient time to complete it.

**Payment:** For online sales and orders under £250 full payment is required at the time of order. If you wish to commission us, a non-refundable deposit of 20% will be taken at the time of booking. Full payment will be required one month before work begins on a custom order. We accept payment via BACs, paypal and secure payment by credit/ card on our e-commerce website hosted by Wix. We will never store your credit / debit card details.

**Materials:** Our paper flowers are made with top quality Italian Crepe Paper. Colours may vary in the physical product to as seen on screen / in print. Our products are not treated with fire retardant and so must be kept away from flames or heat. Paper may release colour when in contact with water, moisture, acid and fats. Please note colour will fade over time if exposed to sunlight. We will not accept liability for any damage, loss or injury caused when using our products.

**Wildflower seeds:** Our flowers and décor contain up to 1 gram of an annual and perennial seed mix sourced from Seedaholic.com and Naturescape.co.uk. Please ensure you have the permission of the landowner to sow the seeds. The seeds are not edible please do not eat them. Please keep seed pods and seeds out of reach from children and pets. We cannot accept responsible for any loss, damage or harm caused. We will not accept responsibility for the germination of the seeds. All growing information provided with the seeds is meant as a guideline, we make no representation of it’s accuracy or completeness and advise you to seek professional instruction if required.

**Postage:** For peace of mind, aour items are sent recorded delivery to guarantee you receive your order within 4 working days of postage. We offer free postage on orders over £50 shipped to one address. Next day delivery is possible but will incur an additional charge which you will be notified of in advance.

**Returns:** We gladly accept returns on items purchased from our online shop just be sure to contact us within 14 days of receiving your delivery and post items back to me within 7 days of notifying us. Items must be returned in good condition and in their original packaging. Due to the nature of commissioned items, we do not accept returns on packages or any custom-made orders, unless they arrive damaged or broken in which case please contact us as soon as possible to resolve this.

**Cancellations:** Orders may be cancelled within 24 hours of our confirmation email. Once work has begun on your custom order, we do not accept cancellations but we may be able to reschedule it. Please do contact us if you have any problems with the order and we will work to resolve them.

**Adjustments:** If you change your mind about your order or wish to make any adjustments to the design after we have started making we will do our best to accommodate you but you will incur an additional fee to compensate for any work completed.

Privacy statement and data

**Privacy and data:** We take your personal privacy very seriously and will never sell, store, distribute or disclose information about you with any third parties unless approved by you or unless we are required to do so by law. Any data that is collected by us is compliant with Data Protection Act 1988. When you make an order we collect your name, telephone number, email, billing and shipping address. We only use these details to process your order. You will be asked if you wish to join our email newsletter, we will not automatically subscribe you without your permission.

**Mailing list:** If you would like to join our mailing list you can opt in when you make an order, contact us or via our website. We will not automatically subscribe you without your permission. We send one email update per month letting you know what we’re up to and things we think you might find interesting. We you may unsubscribe from our mailing list at any time, it may take up to 5 working days to be removed from the list.

Policies and disclaimers

**Liability insurance:** We hold product and public liability business insurance. If you require a copy of our insurance policy for your event or purchase please contact Bee hello@wildhive.co.uk and we will be happy to provide it.

**Risk assessments:** We will complete a risk assessment for items we deliver and install as well as trade shows we attend. If you have ordered products from us and intend to use them at a public event, wedding or party we advise you to complete your own risk assessment.

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