

Last updated: 27/02/2020

Shipping Policy

Processing Time

Normal orders are processed within 3 business days. Bulk orders may take longer and will be specified at the time of purchase. If there is a period of high volume orders, we will communicate any possible delays to you directly.

Shipping Rates and Delivery Estimates

Shipping rates are specified on the sales pages for France, Europe and the Rest of the World. For items on the “Floral Accessories” and “Party Goods” pages, the shipping charges are included in the prices by selecting the appropriate destination. On the “Individual Flowers” page the shipping must be added by clicking on the appropriate shipping destination button where the prices are shown.

Parcels are generally sent through La Poste and parcels are delivered by Colissimo. France has an expected delivery time of 2 working days, Europe 3 to 7 days depending on the destination. The Rest of the World has a delivery expectation of 5 to 10 days. For a more exact answer please consult the - <https://www.laposte.fr/particulier/outils/calculateur-de-delaix> .

Shipping Confirmation and Order Tracking

As soon as your parcel has been sent, we shall send you a shipping confirmation and a tracking number.

Customs, duties, and taxes

Tornade de Roses is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

Tornade de Roses is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier directly to file a claim. Please save all packaging material and damaged goods before filing a claim

Return & Refund Policy

Thanks for shopping at Tornade de Roses

If you are not entirely satisfied with your purchase, we're here to help.

Returns

You have 30 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging. Your item needs to have the receipt or proof of purchase.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Contact Us

If you have any questions on how to return your item to us, contact us.

Ecommerce Terms and Conditions

Agreement to Terms

These Terms of Use constitute a legally binding agreement made between you, whether personally or on behalf of an entity (“you”) and Tornade de Roses (“we,” “us” or “our”), concerning your access to and use of the TornadedeRoses.com website as well as any other media form, media channel, mobile website or mobile application related, linked, or otherwise connected thereto (collectively, the “Site”).

You agree that by accessing the Site, you have read, understood, and agree to be bound by all of these Terms of Use. Supplemental terms and conditions or documents that may be posted on the Site from time to time are hereby expressly incorporated herein by reference. We reserve the right, in our sole discretion, to make changes or modifications to these Terms of Use at any time and for any reason.

We will alert you about any changes by updating the “Last updated” date of these Terms of Use, and you waive any right to receive specific notice of each such change.

It is your responsibility to periodically review these Terms of Use to stay informed of updates. You will be subject to, and will be deemed to have been made aware of and to have accepted, the changes in any revised Terms of Use by your continued use of the Site after the date such revised Terms of Use are posted.

The Site is intended for users who are at least 13 years of age. All users who are minors in the jurisdiction in which they reside (generally under the age of 18) must have the permission of, and be directly supervised by, their parent or guardian to use the Site. If you are a minor, you must have your parent or guardian read and agree to these Terms of Use prior to you using the Site.

Intellectual Property Rights

Unless otherwise indicated, the Site is our proprietary property and all source code, databases, functionality, software, website designs, audio, video, text, photographs, and graphics on the Site (collectively, the "Content") and the trademarks, service marks, and logos contained therein (the "Marks") are by us.

No content may be copied, reproduced, aggregated, republished, uploaded, posted, publicly displayed, encoded, translated, transmitted, distributed, sold, licensed, or otherwise exploited for any commercial purpose whatsoever, without our express prior written permission.

Products

We make every effort to display as accurately as possible the colors, features, specifications, and details of the products available on the Site. However, we do not guarantee that the colors, features, specifications, and details of the products will be accurate, complete, reliable, current, or free of other errors, and your electronic display may not accurately reflect the actual colors and details of the products.

Items are made to order and carry a normal lead time of 3 days. We reserve the right to discontinue any products at any time for any reason. Prices for all products are subject to change.

Purchases and Payment

We accept payment through Paypal. You agree to provide current, complete, and accurate purchase and account information for all purchases made via the Site. You agree to pay all charges at the prices then in effect for your purchases and any applicable shipping fees upon placing your order.

We reserve the right to refuse any order placed through the Site. We may, in our sole discretion, limit or cancel quantities purchased per person, per household, or per order. These restrictions may include orders placed by or under the same customer account, the same payment method, and/or orders that use the same billing or shipping address. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers, or distributors.

Product Liability

Tornado de Roses has no Liability (and there is no Basis for any present or future action, suit, proceeding, hearing, investigation, charge, complaint, claim, or demand against it giving rise to any Liability) arising out of any injury to individuals or property as a result of the ownership, possession, or use of any product sold, leased, distributed, or delivered by Tornado de Roses. Please contact us for our dispute resolution policy.