



Terms & Conditions

Please read these terms and conditions carefully as they affect your rights and liabilities under the law and set out terms under which Lily Willow Coffins makes items and services available to you.

1. Purchase of coffins and other items from Lily Willow Coffins

By making an order for coffins and funeral accessories you are confirming that

- 1.1 The information you have supplied within the order is true and matches your needs (or the needs and requirements of the 'Loved One' or the Deceased)
- 1.2 You know of no reason why the products you are ordering are not suitable for your requirements; i.e. physical size of coffin
- 1.3 Images of products are for illustrative purposes only. Your goods may vary slightly from the images shown.
- 1.4 We have made every effort to display as accurately as possible the colours of our products. However, we cannot guarantee that printers or monitor's display of any colour will accurately reflect the colour of the actual goods. These are natural hand crafted products and will sometimes vary slightly in colour.
- 1.5 Whilst we try to be as accurate as possible, all information provided is approximate and is provided in good faith.
- 1.6 You are aged 18 years or over;
- 1.7 You consent to us contacting your chosen Funeral Director to ensure delivery details and product has been received in a satisfactory condition and time
- 1.8 Lily Willow Coffins take no responsibility for the service you receive from the Funeral Directors.
- 1.9 Lily Willow Coffins takes no responsibility for the service provided or losses caused by the Funeral Director.

2. Pricing

The prices payable for the products that you order are clearly set out on the price list. If in the unlikely event, prices have been amended, we will not be liable to supply that item to you at the stated price but the price in the order confirmation email. You can decide whether or not you wish to order the item at that price. If you decide not to order the item, we will give you a full refund on any amount already paid for that item.

3. Availability

If the coffin or item that you have requested is not in stock we will make the item to order. The expected delivery date will be given but if for any reason we are unable to produce the item in the time given we will notify you as soon as possible.

4. Payment and acceptance

When you place an order with us, you are making an offer to buy goods. We will send you an email confirming the total amount of your order and the delivery date. Once you have confirmed that these details are acceptable we will email you an order confirmation, terms of business and this confirms that a contract has been made between us. Once you have received the order confirmation you will be required to pay for the goods in full and changes may not be possible or may incur additional charges or delays.

5. Delivery

Please note we only deliver to the South Wales area. If delivery is

required outside this area please contact us and we can make special arrangements.

Unless otherwise specified, your Coffin will be delivered to the Funeral Director you have specified. Ownership of an item will pass to you or the Funeral Director when we have delivered the item.

6. Cancellation of order

You have the right to cancel your order up to 14 working days after the day following the delivery of an item by emailing us info@lilywillowcoffins.co.uk.

If the item(s) have not been delivered we will cancel the order and we will refund payment in accordance with our refund policy in section 8 below. Alternatively, if you have already taken delivery of the item(s) please follow the procedure for returns in section 7 below.

7. Returns

We hope that you will be happy with your purchase but should you wish to return an item we aim to make the returns process as simple as possible.

If you change your mind within 14 days of receipt, we are happy to refund or exchange the item provided it is returned as sold and unused with all components intact. Please email us at info@lilywillowcoffins.co.uk to discuss the details.

If any of the items are damaged, please contact us by emailing info@lilywillowcoffins.co.uk.

8. Refund Policy

If you are entitled to a refund we will refund you using the method that you paid with.

9. Payment

You can pay by bank transfer or PayPal. You can also pay using a Visa / Delta / Electron, MasterCard / Eurocard, Maestro, American Express card using PayPal even if you don't have a Paypal account. We do not currently accept any other forms of payment, including Electron, American Express, cheque or postal order.

Payment is required prior to the items being delivered.

10. Liability

Our products are for personal use only and our liability shall not in any event include business losses such as lost data, lost profits or business interruption.

Our liability to you in connection with any order will not exceed the total price charged for the items.

We shall not be responsible for any breach of these terms & Conditions caused by circumstances beyond our reasonable control.

These terms & Conditions are subject to UK legislation. We will try to solve any disagreements quickly and efficiently.

11. Customer Services

If you have queries please contact us by email at info@lilywillowcoffins.co.uk or by telephone on 07764 961095 or 07881 613287.

**Contact Mel Bastier 07764 961095 or Sarah Hatton 07881 613287
info@lilywillowcoffins.co.uk • www.lilywillowcoffins.co.uk**