



counting flowers

### **Gift voucher terms and conditions**

In addition to our general Terms and Conditions, these gift voucher terms and conditions are applicable to the gift vouchers as issued by the Counting Flowers Foundation.

By using a Counting Flowers gift voucher you accept these gift voucher terms and conditions and you are bound to comply with the terms and conditions.

1. These terms and conditions are applicable to all gift vouchers as issued by Counting Flowers (both electronic and printed gift vouchers, hereafter: “gift vouchers”) that are sold by Counting Flowers.

2. Every gift voucher has its own unique code. Every gift voucher is issued only once. You should carefully store the gift voucher and the code. In case of theft (which also includes the unauthorised use of the code by third parties) or loss (which also includes –accidental– deleted e-mails) there will be no reimbursement or compensation.

Only original gift vouchers and codes can be used and should be supplied upon request by Counting Flowers. Counting Flowers reserves the right to accept a gift voucher solely after receipt of the original gift voucher (in case of an electronic gift voucher, the e-mail containing the code that was sent to you by Counting Flowers) and in case of unauthorised or improper use to still require payment in cash.

3. You use a gift voucher by filling in the exact code during the payment process.

4. The nature, value, term, validity, maturity and or other applicable terms of usage are specified on the gift voucher. Every gift voucher is valid for a finite period. After the maturity date the gift voucher can no longer be used.

5. Gift vouchers as issued by Counting Flowers are only redeemable for purchases via <https://www.countingflowers.co.uk>.

6. Gift vouchers and/or residual value are not exchangeable for cash or other credits.

7. The residual value of the gift voucher can be used for following orders. The

residual value will be sent to you via e-mail. The residual value can only be used during the valid period of the original gift voucher.

8. If the total amount of the purchase exceeds the value of the gift voucher, then the difference is to be paid via one of the payment methods offered by Counting Flowers.

9. If the purchased item is returned, and Counting Flowers is to refund (part of) the purchase price, then in case of partial payment via one of the other payment methods (f.i. credit card), the refund will be proportionally in the form of a new code for the original gift voucher and a refund in cash for the partial payment.

10. It is not allowed to change the gift voucher, the method of usage or the operation, to falsify, to undermine or otherwise affect (including hacking) the normal usage of the gift voucher.

11. Every (attempt at) fraud or unauthorized operation will be registered and leads to denial of the use of the gift voucher.

12. It is not allowed to use the gift voucher for commercial goals or other goals than the prescribed goal.

13. Counting Flowers accepts no responsibility whatsoever for damages that may result from the usage or non-usage of the gift vouchers. Exclusion of liability is not applicable to damage due to intent or gross negligence on the part of Counting Flowers. In this case liability is limited to direct damages to persons or property.

14. These gift voucher terms and conditions can be changed from time to time. We advise you to consult these terms and conditions before usage. If you use the gift voucher after the terms and conditions have changed, then you accept and are bound to the changed gift voucher terms and conditions.

15. Per purchase you can redeem one (1) gift voucher.

16. If you have questions or remarks about the usage of the gift voucher, or if you experience difficulty in redeeming the gift voucher, please contact us via mail <mailto:info@countingflowers.co.uk>. We will get back to you as soon as possible.