

YORK TERRARIUMS

TERMS AND CONDITIONS

GENERAL RETURNS / CANCELLATION POLICY:

Due to the nature of this product we do not except returns on terrariums. Please refer to the Terrarium Refund Policy for further details.

Please note that workshop ticket refunds can be issued within 48 hours after booking your ticket. After this period, workshop tickets are strictly non-refundable. However if we are notified at least 10 days before the event, tickets can be moved onto another date at no cost. Cancellations within 10 days of the event will incur a 50% cancellation fee.

1. Terrarium Refund / Replanting Policy

We always strive to make your terrariums the best they can be. When we make our terrariums, they are put through a two-week incubation period before going on sale, so that the plants are well settled into their sealed environments. This helps to ensure that your terrariums become successful self-sustaining eco-systems.

However, if your terrarium is looking worse for wear and the plants are suffering within 10 days of purchase/delivery from us we will happily replant your terrarium for you free of charge, providing all care instructions have been followed.

After the 10 day settling window has passed, we will not be able to cover the costs of replanting your terrarium. After this point we can replant your terrarium for you, but will charge a replanting fee and ask you to cover the cost of delivering your terrarium. Alternatively, you can drop off/ collect your terrarium for free.

All terrariums are bespoke and made with attention, expertise, love and care. Each one is unique, so there will be small variations between each and every terrarium made. We ask all our customers to understand the slight variable nature of our terrariums and that we are not able to change the design of a terrarium for free subsequent to purchase/delivery. If you would like to change or add plants to your terrarium for purely aesthetic reasons, then you will be required to cover a re-design and re-planting fee. You will also need to cover delivery/ collection of your terrarium.

2. Workshop refunds and Cancellations

We can offer a full refund on your ticket if you cancel no later than 48 hours after booking your ticket. After this period workshop tickets are strictly non-refundable.

If you cannot attend a workshop, we will do our best to accommodate you at another workshop, providing there is space, however we cannot offer a refund. You must notify us by email or phone at least 10 days in advance of your booking to move onto another workshop at no additional cost. If you find out you cannot attend within 10 days of the start of your workshop, then we are happy for you to pass your ticket on to a friend to fill your space, you may also exchange the date of your workshop to another available date, in which case you will be charged a 50% late cancellation fee.

3. Privacy policy

By using this Website you agree to our use of cookies. We use them to improve the site and make your browsing experience better. Please look at our Privacy Policy for more details.

