

# florist2florist

## Terms & Conditions October 2007

- 1. Late delivery** due to incomplete OR incorrect address OR no telephone number (if international order) will NOT be paid for by florist2florist. It is the responsibility of the customer and sending florist to submit correct details. Refund or compensation from florist2florist is not an option.
- 2. Non-Delivery** due to sending shops declining card will not be the responsibility of florist2florist.
- 3. International Orders** must have a telephone number for the recipient. Orders sent without a telephone number are sent at the sending florists risk. Florist2florist will not be held responsible for late or non-delivery.
- 4. Timed Delivery.** It is not possible to promise AM or PM on greetings orders. Naturally we can request this, but cannot promise. Funeral orders are promised and take priority. Florist2florist will not refund or compensate in the event of a flower delivery delivered outside of the requested AM/PM
- 5. Not Value / Do not like.** In the event of a subjective complaint we promise to fulfil the following procedure.  
(a) ascertain what was delivered. (b) report back to the sending shop what was delivered. (c) Request a photo of the delivered item from the customer (d) Find a mutually acceptable solution for all 3 parties concerned.

Florist2florist cannot be held responsible or made to provide refund in the event of a subjective complaint.

### THE florist2florist promise

**Florist2florist promises to submit fax/phone and broadband orders to the nearest appropriate florist. Failure to submit your flower order or non delivery as result of f2f non-performance will result in 100% refund and apology to paying customer exonerating sending florist from blame.**

# florist2florist

The easy way to relay!

Published October 2007

Quick reference **UK** prices\*

G/W bouquet £25

Hand-tied £30.50

Hand-tied in Water £35

Basket £35.00

Posy Dish £30.50

Single Plant £25

Mixed Planted Bowl £25

Funeral Flowers Cello £25

Single Ended Spray £35

Double Ended Spray £50

Wreath £40

**\*These are not London Prices**

**Tel: 01204 452000**

**Fax: 01204 452001**

**[www.florist2florist.com](http://www.florist2florist.com)**