

## Cancelation Policy:

If you're not satisfied with your purchase, for any reason at all, we'll do whatever it takes to make it right including, redelivery or comparable exchange on your order. It's all part of our promise to provide you with an excellent customer experience every single time.

If for any reason you would like to cancel your order scheduled for same day, next day delivery or a later date delivery, **a 4% processing fee will be deducted from the total sale amount.** (Except, for Special orders Sympathy orders and Wedding orders). Please contact us as soon as possible.

- Canceling **Same Day Delivery** orders are subject to a 4% Cancelation fee.
- Canceling **Special Orders** are subject to a 20% cancellation fee, if cancelled within 2 days of Delivery date.
- Canceling Special Orders for **Sympathy Arrangements** are subject to a 20% cancelation fee, if cancelled within 3 days of delivery date.
- Cancelling Any **Wedding Flower Arrangement** Orders is subject to a 20% cancelation fee if cancelled up to a month before the reception date. If cancelled within a month of reception date, it is subject to 30% cancelation fee.