

Can you deliver at a specific time?

While we cannot guarantee specific delivery times, we will do our best to accommodate your specific time range. Our residential deliveries are made between 9am and 5pm, and business deliveries are made between 9am and 4pm.

Funeral deliveries will be made prior to the start of the service, so be sure to include your service time on your order.

Will my order be delivered today?

The time of placing order determines same day delivery eligibility:

Delivery Day of Week	Eligibility
Monday - Friday	Before 11AM
Saturday	Before 10 AM
Sunday	Not Available

What if my recipient isn't home when delivery is made?

If there is a safe place to leave the arrangement and the weather permits, we will often leave the delivery in a secure area.

If you have a desired action to take in the event that your recipient is not available, please feel free to contact us through our [Contact Us](#) page or call us with the instructions.

What do I do if my order is being delivered to a hospital?

Sending flowers to a hospital can certainly brighten up someone's day. If your recipient is a patient, the florist will deliver to the nurse's station or front desk where they will bring your arrangement to the patient. If the patient is in the ICU, flowers may not be allowed into the room, so we will hold those orders until the patient has been moved to a regular room.

If your recipient is an employee at the hospital, it's helpful to let us know at the time of ordering by using the special instructions section during checkout or you can use the [Contact Us](#) page and we can let our florist know.

Can you deliver to a military base?

No.

Can you deliver to a gated community?

Yes! If possible, please provide the recipients contact phone number during checkout. If you have already placed your order you may send us an update by visiting the [Contact Us](#) page or call us.

How will I know once my order has been delivered?

Once your order has been delivered, you will receive a delivery confirmation email. Please keep in mind that, we will often update the delivery status once our drivers have returned from delivering orders.

Where will I find my order total?

When placing your order, the total will be provided after your billing and card information is shown on the final page of the checkout before we ask you to confirm your order, allowing you to review your order before completion.

Can flowers be delivered to a graveside?

Yes. You will need the name of the cemetery, as well as the plot number. Typically, the items will need to be in either a basket or plastic vase. Most locations will not permit us to use glass containers.

What do I do if I placed two orders by mistake?

We can certainly help! Just head over to our [“Contact Us”](#) page and use any one of the available methods to reach out to us. We will be happy to help.

Product Inquires

What flowers/plants are cats allergic to?

The main kinds of flowers and plants that may be harmful to cats are lilies, amaryllis, daffodils, tulips, chrysanthemums, hyacinth, iris, gladioli, and cyclamen.

What flowers/plants are dogs allergic to?

The main kinds of flowers and plants that may be harmful to dogs are azalea, cyclamen, lilies, delphiniums, hyacinth, and hydrangea.

Will my order look exactly like the picture on the website?

The photos in our website may represent an overall theme or look and it may sometimes include a one-of-a-kind vase which cannot be exactly replicated. Although the actual bouquet may not precisely match the photo, its temperament will.

Will there be substitutions on my order?

Occasionally, substitutions of flowers or containers happen due to weather, seasonality and market conditions which may affect availability. If this is the case with the gift you've selected, our designers will ensure that the style, theme and color scheme of your arrangement is preserved and will only substitute items of equal or higher value.

Payment Inquiries

Can I use more than one discount?

We cannot combine discounts and credits, but we will be happy to apply the largest discount to your order!

Do you take cash?

We do not; however, we accept Visa, American Express, MasterCard, Discover.

Do you accept PayPal?

Yes, we accept PayPal.

Do you accept Venmo?

Yes, we do accept Venmo on phone orders.