

## **CREDIT CARD RETURNS AND REFUNDS POLICY**

Florius Flowers reserves the right to issue refunds based on the management's discretion. Due to the perishable nature of Florius' products, it is of utmost importance that any issue and/or refund request gets conveyed to Florius Flowers within the following time windows:

Before delivery and after confirmation - 12-hours after the order confirmation is sent.  
After order delivery - 1 day upon receipt of the boxes in the final destination.

Failure to comply to the suggested time windows can be used as basis to reject the return / refund request of a customer.

After receiving a report and/or return / refund request from a customer, Florius Flowers and its management will conduct further evaluation and analysis with regards to the subject matter based on the following instances:

### **1. Cancellation of orders before delivery and confirmation**

For instances where orders are to be cancelled before delivery and before the order confirmation, it is mandatory that the customer sends us a 3-day advanced notice prior to the order's scheduled flight date.

For cancelled order/s, the total amount of the order/s can either be added back to the customer's e-wallet balance or credited back to the customer's bank account (Debit / Credit Card).

The customer's e-wallet balance functions similar to a prepaid payment. The customer may use his / her e-wallet balance to complete purchases done within Florius Flowers' web shop.

### **2. Cancellation of order before delivery but after confirmation**

For instances where order/s are to be cancelled before delivery but after the order confirmation, the customer is only given a 12-hour time window from the time of sending the order confirmation file to request for a refund.

If a refund request made within the 12-hour time window gets approved, the total amount of the order/s can either be added back to the customer's e-wallet balance or credited back to the customer's bank account (Debit / Credit Card). It is important to note that any refund request/s made beyond the 12-hour time window will not be refunded.

The customer's e-wallet balance functions similar to a prepaid payment. The customer may use his / her e-wallet balance to complete purchases done within Florius Flowers' web shop.

The customer will be responsible for any transaction fees (3% of the order's total value as transaction fee) and/or other bank charges that may occur as part of the refund process for partial refunds.

### **3. Cancellation of order after shipment departure**

For instances where order/s are cancelled after their scheduled departure, refunds may or may not be given in based on the following.

#### **Order/s will be refunded only for the following:**

- 1. Incorrect product / item has been delivered. (valid product / item only)**

Only the incorrect item/s are to be accepted for any refund request and not the entirety of the order (unless if the full order that's delivered is incorrect). In addition, the customer must be able to provide proof / photos (including the box sticker) for his / her refund request.

Please refer to chapter 6 of our [terms and conditions](#) to learn more about our claim policies and other related conditions.

**Order/s will not be refunded for the following:**

**1.** Delay or non-delivery of orders due to an incorrect delivery / shipment address provided by the customer and or their representative / liaison.

**2.** Delay or non-delivery due to circumstances beyond Florius Flowers control. (eg. Offloaded shipments, natural calamities / disasters, labor strike, force majeure, weather issues, customs and other plant quarantine related matters).

**4. Refund request due to quality related concerns.**

For refund requests related to quality issues, you may refer to our [claims policy](#) for more information regarding our claim policy and procedures.

**Partial and Full Refunds**

Approved refund / credit requests amount to be refunded will depend on the type of refund requested by the customer; all refunds are still subject to Florius' evaluation and discretion.

**Partial Refund**

- Partial amount less 3% of the order price (used for the transaction fee/s).
- Refunds directed to the customer's e-wallet will not incur any transaction fee/s.

**Full Refund**

- Full amount will be refunded with no additional fees.

**Required Files and Documents**

Notice of refund / return request in writing (preferably via email)

Proof of order can be the order ID, order reservation file, and/or the order confirmation file

Photos of the products / items in question (if the order has been received)

**Questions / Support**

Any refunds / credit request should only be communicated directly with Florius Team via email [sales@floriusflowers.com](mailto:sales@floriusflowers.com); Braintree nor the customer's credit card company will not be responsible for any refund / credit request from the customer.