



Refunds and Complaints

1. Refunds

We hope you love any flowers purchased from Storybook Flowers LTD. However, if you are not satisfied, please contact us so we can work with you to resolve any issues.

All fresh flower sales are final.

As flowers are a perishable item, returns are only accepted under the following circumstances:

- All issues must be raised to us within 24 hours of delivery
- As items are perishable, if you have a complaint relating to the quality of the product received, we will require a digital image to be sent to our email to assist with investigation of your complaint and to ensure a speedy resolution.
- We will consider refunds on a case by case basis, although refunds will not be given as a matter of course. An investigation into the complaint will be conducted and you will be notified in writing or via telephone of the outcome.
- Issues of “not liking” the arrangement are not grounds for a return.
- As flowers are perishable, you must water them, otherwise they will not last as long as they should. It is the recipient’s responsibility to re-cut and water the arrangement.
- As all flowers are not always in season, or not in stock, we reserve the right to substitute flowers with a similar “look” and feel without prior consultation.
- Please be aware that the bouquet and flowers will wilt at different times, a carnation for example will outlive a rose, it’s the nature of nature!

Weddings

If there are any issues with your flowers upon arrival, we must be notified immediately for the situation to be dealt with accordingly. We are unfortunately unable to provide refunds for any issues that we are notified about after the wedding day. We recommend having your wedding flowers delivered on the morning of your wedding. We are unable to take responsibility for any flowers delivered more than 24 hours prior to the wedding.

Workshops

If you have purchased a workshop ticket or had a ticket purchased for you, we are unable to issue refunds within 14 days of the event.

Please email www.storybookflowers@hotmail.com to inform us.