

RIVER CITY FLOWER EXCHANGE

Return, Refund, Delivery Policies

Updated Feb 2022

Changes To Your Pre-Order:

We understand that every so often plans change and thus your order needs to change. We're happy to help! You can request changes to your pre-order by Sunday at 5pm. The growers typically harvest your orders on Mondays and this deadline allows us to notify the grower before they begin. If you find you need additional bunches after the 5pm cutoff, we're happy to see if our growers can accommodate your request, but cannot make guarantees. In the event that a grower cannot fulfill your pre-order, we will make appropriate substitutions. If we need to substitute a similar, but different variety, we will let you know promptly. If you decline our substitutions, you will not be responsible for those original charges.

Returns:

Sometimes stems snap in transit or don't hydrate despite conditioning. We want to make sure you're getting the top quality that local flowers boast. If a bunch is unsatisfactory in quality we need to be notified within 24 hours of receiving your blooms and it must be accompanied by a photo. Full refunds will be given if the entire bunch is not useable. Otherwise a partial refund will be given depending on the number of useable stems.

Delivery Policy:

Your orders will arrive on the day requested (Wed or Thurs) between 10-3pm. For our wholesale folks, we try to minimize waste and pack our flowers in a way where they support themselves safely. Flowers that are extra fragile will be carefully wrapped. Retail orders will always be wrapped. By pre-ordering, you are committing to your purchase, and we cannot offer returns on pre-ordered product based on size, color, or any other aesthetic quality. We are diligent about accurate descriptions and photos, and encourage you to work with the Market Manager to ensure your order matches your desired color palette. If there is an issue with the performance of the flowers in your order, please refer to our return policy above.

Large orders that are changed from pick-up to delivery after the pre-order period closes, or large orders that are placed after the pre-ordering window closes (and can be

fulfilled) will be subject to an additional delivery or handling fee on a case by case basis. If these fees are applicable to your order, the Market Manager will be in touch and communicate those fees to you.

Delivery Fees:

Our delivery fees are based on distance between our main location in Scott's Addition and delivery address. Please email Market Manager if you need us to verify your delivery address.

Ordering Flowers for Delivery as a Gift:

We are more than happy to deliver to addresses in our regular delivery zone and include a short note for no additional charge. Please place the recipient's address in the "Notes" section at checkout. If it is not a surprise, please remind the recipient to leave a vase or bucket with some water for contactless drop-off. If the recipient is in an office building or apartment complex, please give us any pertinent information for us to be able to enter the building.

These policies aim to be both fair to you, our wonderful customers, and the growers. We welcome your feedback!