

FLOWERVISION

(BRISTOL) LTD

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UNIT 6 & 7

MERCHANTS TRADE PARK

TAMAR ROAD

ST PHILIPS

BRISTOL

BS2 0TX

TEL: 0117 977 8889

FAX: 0117 977 8513

FLOWERS@FLOWERVISIONBRISTOL.CO.UK

RETURNS POLICY

(Collection Customers)

We request that **all** customers thoroughly check their order (web shop & pre order) as well as any stock selected from the general stock available within the cash & carry on the morning they are collecting.

In the event of an item not being of the required standard, either through quality or damage, this provides an ideal opportunity to take this item off your order and select an alternative from the general stock we have available in the fridge/warehouse. This has multiple benefits but mainly it will ensure that you do not find you are short of stock should anything be unusable upon your return as any issues would have been rectified whilst at Flowervision. It also enables us to return the items to Holland on the lorry that evening for the grower/auction to issue a credit to us.

Upon leaving the cash & carry we will assume that all items taken have been accepted by you as being in a useable condition and that you are satisfied with the quality and appearance. Should you find an item has deteriorated in the subsequent hours after leaving the cash & carry you must contact Flowervision either by phone or email before 2pm to advise and follow our subsequent guidance/procedures.

**CREDITS WILL NOT BE ISSUED UNLESS THIS PROCESS HAS BEEN MET IN FULL
– NO EXCEPTIONS.**

27 June 2016