



FLOWERVISION (LANCASHIRE) LTD  
UNIT 5B  
BUCKSHAW LINK  
ORDINANCE ROAD  
BUCKSHAW VILLAGE  
CHORLEY  
LANCASHIRE  
PR7 7EL  
TEL: 01257 208 844  
SALES@FLOWERVISIONLANCASHIRE.CO.UK

## RETURNS POLICY (Delivery Customers)

We request that all customers unpack and thoroughly check their delivery on the morning it arrives. In the event of an item not being of the required standard, either through quality or damage please follow these instructions in order to claim a credit.

### Flowers & Plants

1. Please complete + submit the returns form before 2pm on the day of delivery. This email must state the item; number of stems/pots affected and reason for requesting a credit.
2. On your next delivery please leave the stems/pots that are unusable IN water clearly marked out for our driver to collect. Our driver will have a copy of your emailed notification and will match this to the items which have been left for collection. Our driver will only collect the items that match the email and form completed by you.

### Sundries

1. Please notify us via email within 24 hours of delivery stating the item, quantity and reason.
2. Please leave the item clearly marked for return, for the driver to collect on your next delivery. You will then be credited, provided it is returned in a saleable state (i.e. packaging unopened and unused.)

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

07 March 2017