



Delivery and Shipping Policies

Seven Flowers, LLC delivers to select residential and commercial properties within Orangeburg County, Dorchester County, Colleton County, and Bamberg County, SC. We charge a **flat delivery fee of \$15** for any orders outside of Bowman, SC.

Same-Day Delivery

We offer same-day delivery for orders placed before 10:00 am unless specified otherwise by the customer. Our normal delivery times are on Mondays, Tuesdays, Thursdays, and Fridays from 10 am - 4 pm, and 9 am - Noon on Saturdays.

Same-day orders are processed immediately, and usually cannot be changed. Due to the urgent nature of florist-delivered products, we are unable to cancel or change orders already in route or delivered. To cancel or change an order that has not been processed, please call (803) 829-1079.

During selected major holidays, our delivery hours are extended to 8 pm. To help ensure on-time delivery during the busy holiday season, place your order at least one day prior to the following holidays:

- Valentine's Day
- Mother's Day
- Memorial Day

Residential Deliveries

We are unable to deliver flowers to a P.O. Box or an A.P.O. address.

Depending on the delivery location, if the recipient is not available at the time of delivery, our delivery person may leave the gift in a safe place for the recipient to retrieve when they return, such as with a neighbor, or leave a message for the recipient to call to arrange for delivery.

Incorrect Address

Seven Flowers, LLC is not responsible for deliveries made to incorrect addresses submitted to us by the customer. If such a delivery is made, the customer assumes responsibility for the entire purchase.

In some cases, we may contact the recipient to ensure s/he will be home to accept the delivery.

Request to Leave Arrangements

The customer assumes all liability for requests to leave arrangements. We highly discourage special instructions requesting delivery to a doorstep, porch, yard, or any location where the recipient cannot accept the arrangement themselves. Seven Flowers, LLC cannot be held responsible for missing or faulty products due to this special request.

Refusal of Delivery

If the recipient refuses to accept a delivery, you may be held fully liable for the cost of the gift.

Commercial Deliveries

Funeral Homes

These orders are our very highest priority.

Orders placed by customers

If you have ordered too late to make the funeral service we will call to let you know quickly so that you can make other arrangements or have something sent to the home of the family. If you do not know the zip code or exact address of the funeral, we will look it up for you.

It is our policy to contact the funeral home to verify the time of the viewing and make arrangements for the flower delivery. If you have selected a delivery date that is before the actual viewing, we will deliver to the viewing per the funeral home instructions. If you have ordered for a funeral viewing on Sunday, and it is too late to deliver on Saturday, we will contact the funeral home to verify that there is a viewing or service on Monday and reschedule the order.

Orders placed by funeral homes

This policy is for local deliveries ONLY. Orders that are shipped will follow the guidelines of the selected shipping company.

Recurring Orders

All recurring orders will be delivered on Wednesdays between the hours of 9 am and 4 pm unless noted otherwise by the funeral home. It is the business's responsibility to ensure someone is available to accept and sign for the delivery. Seven Flowers, LLC will not leave orders if no one is available at the time of delivery. **A re-delivery fee of \$15 will be added to the order.**

One-Time Orders

Orders placed on Saturdays, Mondays, and Tuesdays, will be delivered on Wednesdays between the hours of 9 am and 4 pm. Orders placed on Thursdays and Fridays, will be delivered on Saturdays between the hours of 9 am and noon. It is the business's responsibility to ensure someone is available to accept and sign for the delivery. Seven Flowers, LLC will not leave orders if no one is available at the time of delivery. **A re-delivery fee of \$15 will be added to the order.**

Emergency Orders

We understand the nature of the business may call for delivery outside of our normal delivery times. It is our goal to meet the needs of our business partners and will adjust as needed.

Hospitals

Seven Flowers, LLC offers same-day delivery to The Regional Medical Center (tRMC) located in Orangeburg, SC.