



## Returns and Exchanges

At Seven Flowers, LLC, we take pride in providing quality arrangements and exceptional customer service. If for any reason you, or the recipient of your gift, is not completely satisfied with any of our products, please follow the guidelines below for assistance.

### **Fresh Flowers**

If an order is filled and delivered to the recipient and there is a question of the quality of the arrangement, the recipient should contact Seven Flowers directly. In almost every case, we will gladly replace or refund the arrangement. To request a replacement, Seven Flowers must be contacted within 24 hours of the delivery. No refunds or replacements will be made for any order should the recipient or sender not notify us within 1 day of the original delivery date. It is the responsibility of the sender to review all of the information provided on this website relating to refunds and/or replacements.

Cancellations must be made prior to the delivery of the order. If the cancellation is received after the order is delivered, no refund can be issued. Cancellations will not be accepted if a customer places an order but provides information that prevents direct delivery, such as in the case of a wrong office or home address. The customer can obtain new information so that the order can then be properly delivered using correct information.

Seven Flowers is not responsible for any order where the recipient refuses to accept the item. We will not issue refunds to any customer where the recipient, for whatever reason, will not accept the item or refuses delivery.

### **Silk Flowers**

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. Our return policy for silk arrangements lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To complete your return, we require a receipt or proof of purchase.

Custom silk floral designs and sale items are not refundable.

### **Shipping**

To return your product, you should mail your product to: 671 Oliver Street, Bowman SC 29018, United States.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

**Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

**Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [support@sevenflowersllc.com](mailto:support@sevenflowersllc.com).

**Exchanges (if applicable)**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [support@sevenflowersllc.com](mailto:support@sevenflowersllc.com) and send your item to: 671 Oliver Street, Bowman SC 29018, United States.