

## **Flowervision Bristol Credit/Returns Policy**

At Flowervision Bristol, we strive to provide high-quality products and exceptional service. If you are not completely satisfied with your purchase, please refer to our Credit policy outlined below:

### **1. Eligibility for Credits:**

- Credits are applicable for products that are damaged, Poor quality, beyond use or incorrect upon delivery/collection.
- To be eligible for a credit, you must submit a request using the credit portal within 48 hours of receiving the product.

### **2. Submitting a Credit Request:**

- Credit requests **must** be submitted through our credit portal on the Flowervision Bristol website.
- Log in to your account and navigate to the credit portal.
- Click on the relevant invoice date the product was purchased on.
- Follow the on-screen instructions to complete and submit the credit request form.
- Highlight the product purchased.
- Upload photographic evidence of any damage or defects. The photo needs to include the **full number of stems** being requested.
- Attach a short description of the reason for the Request

### **3. Return of Products:**

- In some cases, we may request that the damaged or defective products be returned to us for inspection.
- Our customer service team will provide instructions on how to return the products, for delivery customers this would be on your next delivery.



#### 4. **Credit Process:**

- Once we receive your credit request and any required returns, we will process your credit.
- Once the credit has been processed, we will send a credit note which can then be used against any outstanding or future invoices.
- You will receive a confirmation email once the credit has been processed.

#### 5. **Exclusions:**

- Credits are not available for products that have been damaged due to improper handling/storage by the customer or after the **48-hour** window in which we are eligible to receive a credit from the grower.
- Custom orders or special requests may not be eligible for credits unless they arrive damaged or defective.
- **Any** item requested outside of the **48-hour** window unless otherwise authorised from a member of the Flower**vision** Credit department.
- Credits not requested through the credit portal.

#### 6. **Replacement Option:**

- In lieu of a credit, you may choose to receive a replacement product. Our customer service team will assist you in arranging for a replacement.

#### 7. **Customer Satisfaction:**

- We strive to ensure your complete satisfaction with our products.
- If you have any concerns or issues with using the credit portal, please do not hesitate to contact our IT department at **sharf@flower**vision**bristol.co.uk**. Who will be able to assist with any problems.



- We are here to help and will work with you to resolve any problems promptly.

**8. Credit Query Contacts:**

- **Flower** – Matt Latham/Jon French
- **Plant** – Matt Eke/ Lee Bryant
- **Sundries** – Natalie Burchill / Charlotte Rowland

**9. Contact Information:**

- For any questions or further assistance regarding our credit policy, please contact our customer service team at **credits@flowervisionbristol.co.uk** or call **0117 9778889**

We value your business and appreciate your understanding of our credit policy. Thank you for choosing Flowervision Bristol.

Sincerely,

The Flowervision Bristol Team

