

## Substitution Policy

Please be aware that the availability of vases, bases and flower varieties & colours are sometimes seasonal and may vary.

Minnow on seaview will endeavour to fulfil your requests, however, if unable to, another suitable vase, base or flower variety/colour will be used and produced to the same value.

## Wedding Bookings

To secure your wedding date upon approval of your wedding requirements, Minnow On Seaview require a 25% deposit prior to ordering the flowers for your special day.

## Cancellation Policy

While it is undesirable, Minnow on Seaview understand that situations may arise where an order will have to be cancelled.

The following conditions apply with cancellations:

- 24hours notification: Prior to the requested delivery day will receive a refund less a \$10 administration fee.
- Less than 24hours notification: Prior to the requested delivery day will receive a refund less 50% of the total order value
- (minimum \$10 administration fee applies)
- We are unable to cancel orders that have already been produced.

## Delivery Policy

At Minnow on Seaview, we have our own delivery van and some very pleasant people who will ensure that your order is received with the greatest of care.

- Outside Metropolitan Area - orders MUST be **received before 10am on the day prior to the requested delivery day** .
- Recipient "Not at Home" : Minnow On Seaview is not responsible for deliveries if the recipient is not at the location at the time of delivery. As the customer, please make sure that the recipient will be at the location on the date given.

If the recipient is not at the location when the delivery is made, we have two options;

1. If the front of the property is safe and there is somewhere out of direct sunlight and hidden from the road, then our driver will leave the arrangement in a safe place that the recipient will find it upon arrival. Alternatively, the customer is able to advise or request that the arrangement be left in a particular place if knowing that the recipient will not be home.

2. Or alternatively if the property does not have a safe, our driver will leave a "not at home" card at the recipient's location. The "not at home" card explains the situation and asks the recipient to contact Minnow On Seaview. We will do our best to deliver the gift at a later date once the recipient replies to the "not at home" card.

Additional delivery fees may apply if we need to deliver the gift more than once. Alternatively, the recipient may need to collect the order from Minnow On Seaview

- Non-Delivery: Minnow On Seaview will try their best to deliver any gift but we do not guarantee the delivery of any gift **if one of the following occurs:**
  - Recipient refuses to accept delivery of the gift
  - Address provided is incorrect
  - Occupants are not at the location, there is no where safe to leave it and they do not respond to the "not at home" card left by our courier.
  
- Additional delivery options are available through Minnow On Seaview:
  - Same Day Delivery
    - Monday to Friday
    - Saturday
  - Morning or Afternoon time preference (must receive the order by 10 am the day before the delivery)
  - Funeral or Time Specific Deliveries
  - Saturday Deliveries

#### Public Holidays

- Delivery service is not available on Public Holidays. Please refer to the list of local public holiday dates and days.

#### Funeral or Time Specific Deliveries

We offer our customers the opportunity to nominate Funeral or Time Specific Deliveries; however, we cannot guarantee this service.

- **To avoid disappointment, please place all orders with time restrictions at least 48 hours prior to the requested delivery day.**
  
- Additional delivery fees apply in non-standard delivery preferences. These fees will be charged in addition to the standard delivery fee.
  - After 4pm Monday - Friday \$3.00
  - After 3pm Saturday \$2.50
  - Funeral Service \$2.20
  - Other Time Specific Deliveries \$2.50

If orders cannot be met for any of these options, one of our team members will contact you as soon as possible for notification.