



FundFlowers.com
Give A Gift That Keeps On Giving

Questions & Answers

Who are we?

We are a Toronto Charity Florist that support the local schools, churches, hospitals and nonprofit organization. 10% of your total gift order will be donated to a nonprofit organization of your choice. If the group that you want to donate to is not listed, we can contact them on your behalf and add them onto our list. If you choose not to donate or don't know who to donate to we will choose a local hospital or nonprofit organization to transfer the funds to. All remaining profits at the end of the month will be donated to organizations that have made a difference in our community.

Total cost?

Our prices are all-inclusive and tax free, therefore, what you see is what you pay for the arrangement.

There are the following types of price ranges:

Reduced = *Fewer Flowers, Budget Friendly.*
Regular = *Fresh, quality flowers, like photo.*
Deluxe = *More flowers, fuller, better.*

Is there a shipping cost?

Yes there is. We have standardized the shipping cost to \$8.00 per order. This has already been included in the gift item price, therefore the amount shown is the total for the order. All orders are currently for delivery in Canada and the United States. If an order is for another country, please call us toll free 1-877-883-GIFT and a customer representative will help you out.

What is the guarantee of delivery?

All orders submitted by noon of the time zone for delivery will be guaranteed. For example, if delivery is for Toronto (Postal Code Starting with M) order must be made by 12:00pm EST. If the delivery date is on Sunday or a Holiday, guarantee does not apply unless the order is made by 5:00pm (Business Hours) the day before. Please also be considerate of weather and road conditions. Unfortunately we cannot guarantee delivery at a specific time of day.

Substitution may be necessary to ensure your gift is delivered on the day you requested.

What is the status of an online order?

Pending - This status is set when an order is placed.

Processing - This status is set when a customer service is processing your order. If there is a problem with your order this will be updated to pending and an email will be sent to you.

Please reply back as soon as possible to ensure delivery is made when requested.

On Delivery - Order has been given to the driver and is in delivery mode.

Delivered - Order has been delivered. We will send an email with delivered date and time. Please give us until the end of the day to update, as there are times such as holidays or during business hours where the demand is high.

Donated - When an order has been delivered. On a quarterly basis donations are sent out and we will update your status to donated.

An email will be sent out at this time to inform you if you have joined our newsletter group.

Confirmation of Delivery

Local delivery will be given a confirmation between 1-2 hours after the delivery is made. Your order status can be viewed online. During holidays, update of delivery status might be delayed for up to 4 hours. Please be considerate of the large volume of calls and orders placed during the holidays.

Weather and Road Conditions

Our local drivers are constantly updated with weather conditions. Therefore deliveries are usually done in a timely manner. If weather or road conditions delay your order you will be contacted as soon as possible and a new delivery date will be arranged.

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Questions & Answers Continued

What happens if the delivery address is changed or an order is cancelled?

If the delivery address is changed or an order has been cancelled before the order status has changed to the "on delivery" mode, no additional charge will be made. If the order status is on the "on delivery" status, and the driver attempted to deliver the item an \$8.00 Deliver Charge will be applied even though the delivery was not made.

If a redelivery is requested we will charge an additional \$8.00 delivery fee on top of your order. If the order is cancelled your amount will be refunded minus the delivery charge (\$8.00).

To ensure prompt delivery please provide us with a full address. If this is a business you please indicate the name of the company, floor/Ste number and phone number. If this is a residence, please indicated apartment unit and entrance code if applicable. Please always provide an alternative phone number, just in case the person is not home when the driver arrives at the address.

Our Substitution Policy

Our designers will arrange your gift as similarly as possible to the product you have chosen. To ensure the delivery is made in a timely fashion substitution of the seasonal flowers may be made; the look and the style of the gift will be similar. If a single type of product is made, we will only substitute in colour, this will be mention in the product description. Tulips are seasonal and will be substituted with roses when tulips are not available. Sunflowers are seasonal too, and will be substituted with Gerber daisy. Roses are never substituted for a different flower.

What if there is a complaint of the quality of the gift?

All complaints must be made within 12 hours of the delivery time by email. This way we can locate the problem and resolve the situation as soon as possible.

A customer representative will call you for further information if the email is unclear. All flowers that are sent out are fresh and guaranteed to last for 7 days, upon recipient's proper care and placement of the fresh flowers. Fruits and perishable items are guaranteed to have a shelf life of 4-7 days (depending on the seasonal fruit). Please do not place flowers or perishable items close to heaters or radiators or windows. There will be a care tag label included on the gift items that require special care so that the recipient will know what to do.

Payment method?

Currently we can only accept VISA, MasterCard, and American Express. All other cards cannot be processed, if you would like to use another form of payment please pay through PAYPAL, as this is another method of payment. Thanks.

Do all orders have to be made online?

No, but when you do call a customer representative an order will be created. Therefore if you have access to our website you can check the status of your order. If your questions have not been answered you can contact us. Please feel free to contact our representative at 1-877-883-GIFT (4438).

Corporate Sponsor Information

We will be creating a print magazine to promote our fundraising program in the New Year. If you would like to become a corporate sponsor and have an advertisement available in our magazine please call us toll free or send us an email. We would be happy to have your company on board. We just ask that you make a minimum donation of \$25 to Fund Flowers. All donations are tax-deductible and a donation receipt will be mailed to your company.