

Return Policy

Last Updated January 11, 2021

Thank you for your purchase. We offer 100% Satisfaction Guarantee on all Floral Arrangements. If you are not completely satisfied with your purchase, you may return it to us for a replacement arrangement, full refund or store credit. Please see below for more information on our return policy.

Returns

All returns must be returned within 48 hours of the delivery/pick-up date. All returned items must be in new and unused condition, with all original tags and labels attached.

Return Process

To return an item, please contact us at floral@s-vt.com or 219-961-9229 and we will explain the next steps.

Refunds

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least 3-5 business days from the receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

Exceptions

For defective or damaged arrangements, please contact customer service at the phone number listed below to arrange a refund or replacement.

Please Note

- Sale items are FINAL SALE and cannot be returned

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

(219) 961-9229

floral@s-vt.com