

## **Our Customer Complaints Procedure has the following goals:**

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

## **Who can complain?**

Anyone who:

- Has received a service from us.
- Is the recipient of a service provided by us.

## **Please consider**

Your bouquet will have been provided with care instructions and flower food. The care instructions **must** be followed to get maximum life out of your flowers.

In addition to the care instructions sensible measures must be taken to keep your flowers fresh: for example keeping your flowers cool and hydrated during travel or storage.

We cannot take responsibility for damage caused after the flowers have left our care.

## **How to complain**

All flowers, bouquets and perishables are non-returnable and non-refundable.

We strive to provide the very highest possible service at Bella June Flowers and take any complaints or concerns very seriously. We hope that you will be completely satisfied with our products. However, in the unlikely event that our flowers do not reach you in perfect condition, please contact us within 48 hours of receipt. You will be required to return the product or provide photographic evidence of any issues.

Our staff have a strict complaints procedure to follow. Please email your concerns within 48 hours to [info@bellajuneflowers.co.uk](mailto:info@bellajuneflowers.co.uk) and some one will get back to you as soon as possible.

If you cannot email your complaint, please send it to us in writing to:

Bella June Flowers  
42 Keymer Road  
Hassocks  
West Sussex  
Bn6 8ap

We regret that, due to the perishable nature of our products, any complaints received outside of this 48-hour period cannot be dealt with. However, some circumstances mean exclusions do apply at our discretion.