

Flowers Central, Inc.
130 So. Charles St · Daytona Beach, FL 32114
Ph 386-255-5800 · 800-330-1713 • Fax 386-254-0712 · 800-738-2587

REQUEST FOR CREDIT / REPLACEMENT

Shop Name _____

Customer # _____ Phone # _____

Invoice Date _____ Invoice # _____

CREDIT _____ REPLACEMENT _____

# of Stems	Product Description
_____	_____
_____	_____
_____	_____

Reason for Requesting:

Signature _____ Date _____

At Flowers Central, we make every attempt to give you the best quality flowers. Being a perishable item, occasionally things slip past our three part inspection process. If you receive flowers that do not meet your expectations, please be aware that Flowers Central guarantees our flowers 100%. In order to give you a credit or replacement, we must be able to get a credit from the farm that shipped them to us. This is why it is important to know about a problem as soon as possible. We always accept credits for 24 hours after you receive the flowers at your store. Many times we will extend that to 48 hours during a busy time when it is difficult to inspect your flowers within one day. We cannot offer any credit, replacement or price adjustments after 48 hours. One of the other important reasons we ask you to notify us as soon as possible is because we don't want to send out more of the item if there is a quality problem. The sooner we know about it, the sooner we can remove it from our inventory.

When you receive your flowers, please make sure that someone qualified inspects each bunch of flowers in the shipment. Make sure the flowers are processed in a timely manner and in the correct way. If, during your inspection you come across a problem, someone from your shop needs to contact your Flowers Central salesperson immediately. This form will start the procedure to get you a replacement or credit. It is best to fax a copy of the invoice with the item circled on it, or complete this form.

Do not discard any product being claimed until you have been notified by your Flowers Central salesperson. In some cases, the product may need to be returned to us so we can take pictures and email them to the farm. In that case, Flowers Central will be responsible for picking up the flowers. Your shop would be responsible for packing the flowers for their return.

FAX TO 386-254-0712 or 800-738-2587