

Leigh Florist Floral Studio

Delivery Policy

For Delivery service satisfaction, the recipient may need to be called to schedule delivery. We will do our best to accommodate your requests, however, specific delivery times cannot be guaranteed. For residential deliveries, if the recipient is not available at the time of delivery, (weather permitted) we may leave the gift in a safe place (if available) for the recipient to retrieve when they return. If there is not a safe place to leave the arrangement, we attempt delivery the next day. We may also leave a note on the recipient's door asking the recipient to call the florist's shop and arrange a convenient time for re-delivery. For business deliveries, if the business is closed or not accepting deliveries, delivery will be attempted the next business day.

Incorrect Address/Re-Delivery

In the event that changes in recipient information need to be made or incorrect information has been provided after the order has been placed resulting in a re-delivery will be subject a \$10.00 adjustment.

Out of Area Deliveries

All floral orders outside our local delivery area will be directed to a professional florist who can best create and deliver your selection. Our selected florists will use only the freshest product in keeping with the "look and feel" of the item you have selected keep in mind they may substitute specific flower varieties and/or colors while keeping with the look and feel of your selected products.

Holiday Deliveries

For a floral business, we have peak seasons and holiday periods, the volume of floral and gift orders are largely increased. We will keep in mind specific time requests, however they cannot be guaranteed.

Substitution Policy

Substitutions may be necessary to create your bouquet and ensure freshness. Seasonal availability will affect fresh flowers as they can vary in color and size. We will take care and consideration to maintain the overall style, theme and color scheme of a chosen arrangement, using flowers of equal value. In single-flower arrangements, such as an all rose bouquets or orchids, we will make every attempt to match the flower type, but by the nature of the fresh plant products, Substitutions may be necessary to create your arrangement.