

## **Facts and Questions**

### **Return/Refund Policy**

If for any reason you are not completely satisfied with your arrangement, please contact us within 24 hours of receiving for a replacement.

### **Security / Privacy Policy**

Information collected from you when you establish or update an account is only used by Dragonfly Floral and Gifts to fulfill a request that you have created, to contact you or the recipient in the event of an order or delivery difficulty or for verification of delivery address or delivery instructions. Your personal information will not be made available to any third party source. It is strictly held in confidence for Dragonfly Floral and Gifts use only.

#### **Q: What method of payment do you accept?**

A: We accept cash, check, Visa, Mastercard, and Discover.

#### **Q: What ordering options are available?**

A: We can be reached via telephone or email

#### **Q: When do you charge my credit card?**

A: Your card is charged when the order is taken prior to delivery.

#### **Q: Can I track my order once it is shipped?**

A: Yes, you will receive a web site link along with a UPS tracking number via email if the order is being shipped.

#### **Q: When will my gift ship?**

A: In most cases, gifts are shipped the same day the order is received.

#### **Q: What do I do if my gift doesn't arrive?**

A: Contact us immediately so that we can resolve the issue.

#### **Q: Does Dragonfly Floral and Gifts ship within the Continental United States?**

A: Yes, we will work with you to provide a unique gift that is appropriate to ship.

**Q: Does Dragonfly Floral and Gifts offer shipping outside the continental United States?**

A: Yes, we will work with you to provide a unique gift that is appropriate to ship outside the US.

**Q: Are there times of the year when you don't ship chocolate?**

A: Yes, chocolate will not be shipped when the temperature reaches over 85°.

**Q: How can I design my own basket?**

A: Call us at 866.507.GIFT (4438) for individual service and customization for your particular need.

**Q: What happens if you are out of a particular item?**

A: We will substitute as closely as possible the item that we may not have on hand. The earlier the order is placed for the event, the more likely this does not occur.