

TOWNSVILLE FLOWER MARKET



Our Policies

We are not a fan of rules... but they make us have them !



OFFICIAL STUFF

DELIVERIES:

Townsville Flower Market offers a same-day delivery service from Monday to Friday (excluding Public Holidays) . Due to the demand for deliveries we are unable to offer specific timed deliveries. The cut off for orders each day for same day delivery is 1pm Monday - Friday. Orders received after 1pm Monday - Friday will be delivered the following business day - excluding Saturday's

We offer 2 rounds of deliveries per day from Monday to Friday.

AM delivery run between 9am - 12noon OR **PM delivery run** from 1pm - 5pm.

To secure a AM delivery spot your order must be in the day prior .. This allows us time to design your order and have it ready for our driver to leave the store on the first run.

We only have one full time driver so please be aware that whilst we will make every attempt to have you ordered delivered as quickly as possible and will take into account school times, work hours and traffic conditions to complete your delivery.

DELIVERY FEE AND AREAS:

We offer a flat fee delivery service of \$15 per delivery.

The following areas are outside our delivery zone: Alice River, Alligator Creek, Bagal Beach, Bluewater, Black River, Jensen, Julago, Magnetic Island, Purono Park, Rangewood, Rollingstone, Rupertswood, Saunders Beach, Stuart, Toolakea, Toomula Beach and outer suburbs beyond these areas. We reserve the right to accept or decline delivery areas.

For reasons outside of our control, our website will occasionally accept an area in the excluded delivery zones. This is due to some areas being included in large postcode zones and it is unavoidable. Should you place an order for an excluded delivery zone and it is accepted, we will promptly contact you and a refund will be offered.



OFFICAL STUFF

THE HURDLES WITH DELIVERIES:

The more information you can give us to assist with your delivery the smoother the operation will be. Due to COVID we will be practising a "non-contact" delivery service until further notice and will leave the item in a safe place at the property. We will knock to notify the recipient of course !

If we attend a property and we are unable to access the premises or complete the delivery for whatever reason - for example locked gates, dogs on premises, not safe to leave the order (due to weather, risk of theft), wrong delivery details provided etc.

Our driver will attempt to contact the recipient if a number has been provided for further instructions or alternatively, our driver will leave a "attempted delivery" card in the letterbox advising that we have attended and to collect the delivery item from our store within the allocated hours or contact us for further instructions. The delivery will be returned to store and we will contact the sender and advise.

We reserve the right to deem when a delivery is safe to complete or not. Our driver does not know that the dog is friendly and "won't bite" so if it is barking at the gate we won't be testing to find out. Please understand that the safety of our staff is our priority at all times.

RE-DELIVERY FEES

Should the initial delivery attempt fail and your order is returned to the store and you would like us to re-deliver to the recipient, a re-delivery fee applies of \$15 for each additional attempt.



OFFICAL STUFF

REFUNDS OR COMPLAINTS

Should you be unhappy with our service or product for whatever reason, we ask that you contact us via email at info@townsvilleflowermarket.com.au . Please contact us within 48 hours in relation to the issue. We will reply to your email within a 48hr period (business days)

Should you wish to lodge a complaint about fresh flower product, we request that you send a photo of the product your received with your correspondence.

We will always work with you to rectify a problem, so please be kind- We make and deliver all of our blooms with love, however please remember we are also all human!- and we are dealing with fresh product!

PHOTOS ON OUR SOCIALS AND WEBSITE

All photographic images on the website are owned by Townsville Flower Market and are subject to protections under Australian copyright law.

The images of flowers to order presented in "the shop" reflect a particular time and season. Although we will endeavour to create arrangements that closely resemble your selection, please allow for changes in availability and seasons.

Please take the time to read our descriptions as some images are an example of what you may receive as it is a "seasonal" style choice!

We will substitute flowers with similar blooms to best reflect the style of the image displayed, and colour selection you have chosen.

If your requirements are quite specific, you may prefer to contact us directly and place your order via telephone on 07 47212522

All selected arrangements are made with love and inclusive of a gift card, gift wrapping, and GST.