

MERCHANDISE CREDIT POLICY

TO ALL OUR VALUED CUSTOMERS:

WE CONSTANTLY STRIVE TO MAINTAIN THE HIGHEST STANDARDS IN PROVIDING YOU WITH THE FRESHEST, TOP QUALITY CUT FLOWERS AND FOLIAGE ALL YEAR ROUND. DESPITE THESE EFFORTS, AN OCCASIONAL PROBLEM MAY OCCUR. TO BETTER SERVE OUR CUSTOMERS, OUR CREDIT POLICY IS AS FOLLOWS:

A. ANY PRODUCT ARRIVING DAMAGED, OR IN UNSATISFACTORY CONDITION MUST BE REPORTED TO YOUR SALESPERSON WITHIN 24 HOURS OF RECEIPT. PLEASE INSPECT MERCHANDISE UPON ARRIVAL OR WITHIN THIS 24 HOUR PERIOD.

B. AFTER NOTIFYING US, A CREDIT WILL BE ISSUED AND A COPY WILL BE SENT FOR YOUR RECORDS.

C. PLEASE HAVE YOUR INVOICE AVAILABLE WHEN YOU CALL.

D. NO CREDITS SHOULD BE WRITTEN ON THE ORIGINAL INVOICE.

E. WHEN MAKING PAYMENT AND A CREDIT IS BEING TAKEN, PLEASE NOTE YOUR CREDIT INVOICE NUMBER ON YOUR PAYMENT. CREDITS WILL NOT BE ISSUED UNLESS THESE GUIDELINES ARE COMPLETELY FOLLOWED.

F. MEXIFLOWER LLC STANDS BEHIND ITS PRODUCT. PLEASE NOTIFY US WITHIN 24 HOURS OF RECEIVING YOUR PRODUCT WITH ANY PROBLEMS. WE WILL WORK WITH YOU ON DETERMINING THE BEST WAY TO FIX THE PROBLEM. IN MOST CASES WE WILL REQUEST A PHOTO OF THE DAMAGED PRODUCT TO SEND TO OUR GROWERS. THIS HELPS THEM TO UNDERSTAND THE NATURE OF THE PROBLEM YOU ARE EXPERIENCING AND HELPS PREVENT IT FROM OCCURRING AGAIN

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PAYMENT POLICY

DESTINATION FRESH ACCEPTS ALL MAJOR CREDIT CARDS. DESTINATION FRESH DOES NOT STORE YOUR CREDIT CARD INFORMATION ONLINE FOR SECURITY REASONS. THEREFORE YOU WILL HAVE TO ENTER THE CARD NUMBER EACH TIME YOU PURCHASE.

PRIVACY POLICY

MEXIFLOWER LLC ALLOWS YOU TO BUY PRODUCTS, RECEIVE SPECIAL DISCOUNTS, E-MAILS OR OTHER PROMOTIONAL INFORMATION FROM US. WE USE THE INFORMATION THAT WE COLLECT ABOUT YOU TO FULFILL YOUR PRODUCT AND SERVICE PURCHASES AND TO CREATE A BETTER ONLINE EXPERIENCE. B&M FLORAL INC WILL NEVER SHARE YOUR INFORMATION WITH A THIRD PARTY WITHOUT YOUR PERMISSION. FOR MORE INFORMATION ON PRIVACY POLICIES CONTACT US.

IF YOU HAVE ANY QUESTIONS REGARDING OUR POLICIES, PLEASE FEEL FREE TO CALL US. WE GREATLY APPRECIATE YOUR COOPERATION.

THANK YOU.