GC Flower Market Claims Procedure

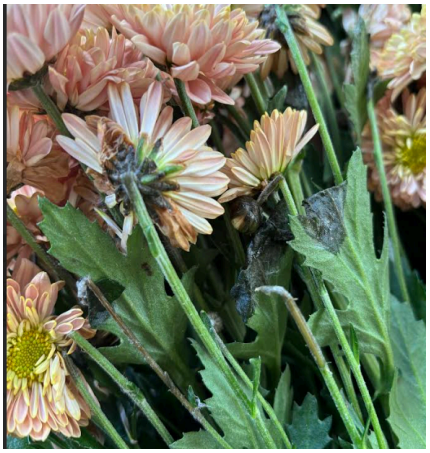
While we always strive to supply only the highest quality flowers, occasionally issues can be missed during picking or packing. If you receive stock that doesn't meet expectations, we welcome your feedback so we can address the concern and also pass it on to the relevant growers or suppliers.

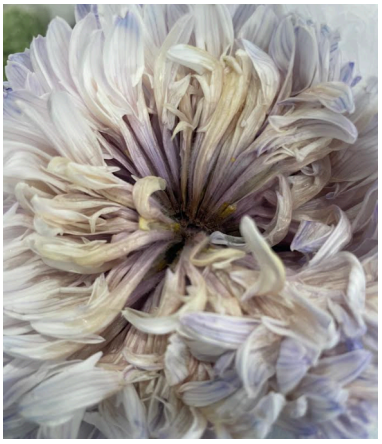
To help us resolve claims quickly and improve our service, all quality issues must be raised within 24 hours with clear photos. Examples are provided below to guide you through what we need.

Step 1. Clear photos of the damaged product or quality issue.









Step 2. Photo/s of the product cardboard or sleeve packaging. For Ecuador roses, include a photo of the barcode/label.





Step 3. Photo showing the total stems or bunches with this issue.





