



## Pretty in Prosecco

This hand-tied arrangement gift comprises:

- 32 mixed coloured Alstroemeria
- 1 bottle of Il Papavero Prosecco
- 1 beautiful card
- Flower food & care instructions

Our flowers may arrive un-opened, but the buds will come into bloom within a day or two.

*In the event that a substitution is necessary due to supply difficulties, we may substitute with flowers/wine of similar or superior style, quality and value.*

### Flower delivery information

**All deliveries will be on a standard delivery and will arrive within three working days.  
Next-day delivery slots are temporarily unavailable.**

### Customer service contact

If you have any questions about your wine and flowers delivery, please call us on:

03330 142 754.

**Do the flowers come in a vase?**

No sorry, the flowers do not come in a vase. Stems are wrapped in a hydration-pack for transit.

**Does The Wine Club's 100% guarantee still apply?**

Yes, you can still receive a full refund or replacement if you are unhappy with your wine and flowers gift. In order to qualify for a full refund please advise us of any issue within 7 days of the delivery date.

**By what time do I need to have ordered to get next day delivery?**

Usually you would need to order by 2pm Monday – Friday in order to qualify for next working day delivery (excludes Sunday deliveries). Unfortunately, this service is temporarily unavailable; at present, your order will arrive within working three days.

**Do you deliver same day?**

Unfortunately, same day delivery is not available.

**What happens if the recipient is not present at the time of delivery?**

If the recipient is not at home, the courier will attempt to leave the flowers securely at the property. If this is not possible, the courier will try to leave the flowers with neighbours. A card will be left at the recipient's address to confirm where the flowers have been left. In the event the courier is unable to do either of the above we may call the recipient (if you have given us their phone number). Alternatively, flowers may be brought back to Arena Flowers and a re-delivery will be arranged.

**What courier service will be used?**

Yodel.

**How fresh are the flowers?**

Arena Flowers believe its flowers are fresher and better value than almost any other UK florist. Arena Flowers purchases its flowers direct from flower auctions in Holland, cutting out several commission-taking middlemen along the way. Their flowers get sent in buds - super fresh, so the bouquets may look smaller on delivery than online.

This is often the case with alstroemerias, freesias and lilies. To keep the inner petals fresh, Arena Flowers do not remove the outer 'guard' petals on roses. These can be carefully removed.

**How are the flowers packaged?**

Arena Flowers' arrangements are beautifully gift-wrapped in tissue paper and cellophane wrap with red ribbon. The bouquets are hand-tied and come wrapped in a specially developed hydration pack to keep them drinking in transit. They are then packed in a large gift box to protect them in transit. Your wine is packed in its own gift box and secured to prevent movement in transit.

**If I place a wine order and a wine and flowers gift order at the same time, will they arrive together?**

Your orders will not arrive together. The wine and flowers gift will come directly from Arena Flowers and could be delivered by a different carrier.

**Funeral / Sympathy**

Orders should be sent for delivery the day before to ensure timely arrival. Please note orders required for a Sunday event should be placed by 3pm on a Friday and will be delivered on a Saturday.

**Hospital deliveries**

Please be aware that many hospitals or many wards within hospitals do not accept flower deliveries. If you are unsure, please contact us and we can double check for you.