



## Refreshing Whites Bouquet

This hand-tied arrangement comprises:

- 2 x cream LA lilies
- 2 x pink bouvardia
- 3 x pink snapdragons
- pistache foliage

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 placed on a standard delivery method will arrive within three working days.**

**If you would like your delivery to arrive on a specific day, please choose a Named Day delivery method and specify the date.**

**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**

## **FAQs:**

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

No, sorry, these 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. To qualify for a full refund please advise us of any issue within seven days of delivery.

### **By what time do I need order to get next day delivery?**

You need to order by 2pm Monday - Friday in order to qualify for next working day delivery (excludes Sundays). For example, orders placed by 2pm on a Friday will arrive the following Tuesday.

### **Do you deliver same day?**

Unfortunately, same day delivery is not currently available.

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

If the recipient is out, the courier will attempt to leave the flowers securely at the property. If this isn't possible, the courier will try to leave the flowers with neighbours. A card will be left at the recipient's address to state where the flowers have been left. If the courier is unable to do either of these, we may call the recipient (if you've given us their phone no), or delivery will be re-attempted.

### **What courier service will be used?**

Yodel

### **How fresh are the flowers?**

Arena Flowers believe their flowers are fresher and better value than almost any other UK florist. Arena Flowers purchase their flowers direct from flower auctions in Holland, cutting out several commission-taking middlemen along the way.

The flowers get sent still in bud - super fresh, so the bouquets may look smaller upon delivery than online. This is often the case with alstroemerias, freesias and lilies. Arena Flowers don't remove the 'guard petals' on roses (which protect the inner petals). These can be 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 order wine and a wine-and-flowers gift 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. NB: Orders required for a Sunday 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.