



## Frequently Asked Questions

Send flowers & Gifts Online  
[www.flowersforafrica.com](http://www.flowersforafrica.com)

### Ordering

#### How do I order flowers from the catalogue on the Flowers for Africa website?

We have tried to make the ordering process as simple and convenient as possible. To order an item from our catalogue, browse to the product you want to order and click on the image. This will open a page with a detailed description of the item. Select the size of the item and any extras you would like to add to your order. Click on "Add to Cart" and you will be taken to the "My Shopping Cart" page. Click "Continue Shopping" to browse for another item or "Checkout" to proceed to step 2 of our 3 step checkout process, where you need to fill in your details and the recipient's details. Step 3 shows a summary of your order. If you are happy with your order, select your preferred payment method, check the checkbox "I have read the Terms & Conditions" and click "Submit".

You will receive a confirmation email to confirm that your order has been received. Check your junk email folder if you cannot find the confirmation email.

If you have chosen to pay via Credit Card, you will be redirected to our Payment Gateway where you can submit your credit card details. Once your payment has been successfully processed, you will be taken to a success page displaying a summary of your order which you can print for your records.

If you chose to pay via EFT or Direct Deposit, please make payment into our account as soon as possible and send us confirmation of payment.

#### How do I place a Custom Order on the Flowers for Africa website?

If you do not find what you are looking for in our catalogue, you can place a custom order by clicking on "Custom Orders" in the main menu. On the custom orders page, select Flowers or Hampers by checking the appropriate checkbox.

#### Flowers

Select the type of flowers, colour, style (cellophane, vase, arrangement, basket or baby) and the value of the flowers from the drop down lists. Choose any extras you would like to add to your order and click "Next". This will take you to step 2 of our 3 step checkout process, where you need to fill in your details and the recipient's details.

#### Hampers

Select the type of hamper from the drop down list. Uncheck any items you do not want included in your hamper (this does not affect the price). Choose any extras you would like to add to your order and click "Next". This will take you to step 2 of our 3 step checkout process, where you need to fill in your details and the recipient's details.

**Step 3** shows a summary of your order. If you are happy with your order, select your preferred payment method, check the checkbox "I have read the Terms & Conditions" and click "Submit".

You will receive a confirmation email to confirm that your order has been received. Check your junk email folder if you cannot find the confirmation email.

If you have chosen to pay via Credit Card, you will be redirected to our Payment Gateway where you can submit your credit card details. Once your payment has been successfully processed, you will be taken to a success page displaying a summary of your order which you can print for your records.

If you chose to pay via EFT or Direct Deposit, please make payment into our account as soon as possible and send us confirmation of payment.

### **Can I order by telephone or email?**

Yes, you can or by telephone. Please call us on **031 201 6153**. If you are calling from outside South Africa, please dial **+27 31 201 6153**.

Alternatively you can send us your order via email at **orders@flowersforafrica.com**. We do not recommend that you include credit card details in your email, as emails are not encrypted and can be intercepted by a third party.

### **Can I send flowers to someone in South Africa from outside South Africa?**

Yes, as long you have a credit card. We accept VISA , MasterCard, Diners Club and Discover cards. We don't accept EFT or Direct Deposits from overseas.

### **Can I order Flowers and gifts / hampers together?**

We prefer that you don't combine floral and gift or hamper products in one order, as our gifts and hampers are generally shipped by courier, whereas our floral products are locally made and delivered.

Please note that if you do choose to order both flowers and gifts / hampers at the same time, they will be delivered separately and possibly even on different days.

### **I am interested in one of your products, but would like to change it slightly. Is this possible?**

Yes, for fresh flowers, it is possible. During the check-out process, please make a note of your request in the "Special Instructions" field and we will try our best to meet your needs. However, please note that we cannot guarantee that these changes can be made as they will depend on florist stock availability. Our hampers and gifts are specially designed and therefore we will not be able to make any changes to these.

### **Can I include a personal message with my order?**

Yes, you can. During the checkout process there will be an opportunity for you to include your personal message.

### **Can I place a custom order for flowers or create my own hamper?**

Yes you can. For instructions on placing a custom order through our website, please see "**How do I place a Custom Order on the Flowers for Africa website?**" above. Alternatively, you can phone us or email us with your request and we will do our best to accommodate you.

### **I think my order was submitted more than once. What should I do?**

Don't worry, we can fix this. Please contact us and we will help you resolve the problem.

### **I did not receive my order confirmation email, what should I do?**

We automatically send out an order confirmation email when we receive a successful order. However, if you do not receive this email it could be for one of three reasons:

1. You have entered your email address incorrectly

2. Your mail service provider mistook the confirmation email for spam and blocked it. BTW: Don't forget to check your junk email folder.
3. Your order was not processed successfully.

If you would like to double check that we have received your order successfully, please [Contact Us](#).

### **I have received some flowers but the card is not signed. How do I find out who sent them to me?**

We are sorry, but for privacy reasons, we are sworn to secrecy and are unable to disclose sender information, especially if they choose to remain anonymous during the check-out process.

### **I am battling to place an order online, what can I do?**

Contact us via telephone or email and we will gladly help you.

### **I have just placed my order and realised I made a mistake. What can I do?**

Please respond to the order confirmation email you received and request the changes or phone us.

### **I have entered my credit card details but am receiving an error message. What should I do?**

You may have entered your details incorrectly, or there may be a problem with the banking communication channels. Simply call or email us and we will help you solve the problem.

## **Payment**

### **How can I pay for my order?**

We accept VISA, MasterCard, Diners Club and Discover cards.

You can also pay via EFT (Internet Banking) or Direct Deposit. Our banking details are as follows:

#### **FLOWERS FOR AFRICA ONLINE**

**First National Bank**

**Acc No: 62267448150**

**Branch Code: 250837**

### **Can I pay with cash or a cheque?**

No. We are an online business and therefore take payment remotely. You will need to pay via credit card, EFT or Direct Deposit.

### **Can I pay for my order on delivery?**

Unfortunately we can't accept 'payment on delivery'. All orders must be paid for in full prior to the order being processed and dispatched.

### **My payment won't go through successfully. What should I do?**

Your payment might not be going through successfully for any number of reasons. If your payment has failed, please [Contact Us](#) as soon as possible, as we can process your credit card manually for you, or assist you with alternative methods of payment.

## **Privacy and Security**

### Will Flowers for Africa share or sell my private data?

No, we will definitely not and we hate spam! Your personal details are safe with us and will never be sold or given to a third party. We may use your email address to communicate with you directly from time to time, but you can request at any time that we stop communicating with you.

### Is the Flowers for Africa website secure?

Absolutely. Our site is secure and meets all the standards one would expect from a reputable online business. Our payment gateway is powered by Virtual Card Services (VCS), a leading online payment service provider in South Africa. <http://www.vcs.co.za>  
Sensitive information submitted through our payment gateway is secured by Thawte.

## Delivery

### Do the flowers come in a vase?

Some of our arrangements come with a vase, which is included in the price (if there is a vase in the picture, it comes with the product).

### Can I send flowers anonymously?

Yes you can. Please check the checkbox “Remain Anonymous” in the “Recipient Details” form during the Checkout process.

### Where does Flowers for Africa deliver to?

We deliver throughout South Africa with the exception of some remote areas. If we are unable to deliver to your selected area, we will notify you immediately. If you are sending flowers to a remote area, please feel free to phone us or email us before you place your order: **+27 31 201 6153** or **orders@flowersforafrica.com**.

### What are your delivery / shipping policies?

Flowers for Africa offers a 100% satisfaction guarantee. In the unlikely event of any problems with any order you place with us we will either resend or refund your order. Please review our **Terms & Conditions** for comprehensive details on our delivery and refund policies.

### What are your delivery / shipping charges?

For flower deliveries, the delivery fee is R 40.00.

For Gifts and Hampers, the shipping fee is R 60.00.

The delivery / shipping fee is not included in the product prices displayed on our website, but will automatically be added onto your order total in the checkout process.

Some of our hampers can be delivered for R 40.00, but this will be clearly stated on the product details page and the delivery fee will automatically be adjusted.

Although we discourage ordering flowers and gifts / hampers in the same order, if you do, the delivery fee will automatically be adjusted to R 60.00.

### Can Flowers for Africa deliver flowers for me today?

Yes, we offer same day delivery anywhere in South Africa. For same day delivery, orders must be placed before 12:00 local time (GMT +2) Monday – Friday and before 11:00 (GMT +2) on Saturdays.

### Does Flowers for Africa deliver on Sundays?

We do not offer nationwide flower or gift deliveries on Sundays. If however you are sending flowers to Durban, we may be able to deliver your flowers on a Sunday. Our website will not allow you to

choose Sunday as a delivery date in the checkout process, but you can select Saturday or Monday and let us know in the “Special Instructions” field that you would prefer Sunday delivery. We will do our best to accommodate you.

#### **Does Flowers for Africa deliver Gifts or Hampers on a Weekend?**

No, unfortunately we cannot deliver gifts or hampers on a weekend, as our courier only delivers Monday - Friday.

#### **Can you guarantee delivery on a specific date?**

Yes, if the recipient details are correct and the recipient is there when we deliver, we can, except for public holidays and Sundays (except by prior arrangement).

#### **Can deliveries be made to business addresses or hospitals?**

Yes, we can deliver to business addresses and hospitals. However, it is very important that you provide full and accurate information about a recipient in hospital including full name, ward number and full hospital address to make sure the flowers reach the individual. You also need to check that the hospital allows flowers to be delivered. For business addresses, please ensure that you give us as much information as you can in the delivery instructions field.

#### **When will my flowers be delivered?**

Our general delivery times are between 8.00am and 6.00pm. If you would prefer a morning or afternoon delivery, you can request this in the “Special Instructions” field in the checkout process. We will do our best to accommodate your request.

#### **What if my recipient isn't present at the time of delivery?**

If nobody is at home, our florist will leave a card to say they were there, inviting the gift recipient to contact them and arrange a convenient time for delivery or collection. They may also leave the gift with a neighbour or colleague and will contact the recipient informing them of this arrangement.

If your question still hasn't been answered, please feel free to [Contact Us](#) - <http://www.flowersforafrica.com/#id=contact> and we will be delighted to assist you further.