FLOWER ORDER AND DELIVERY POLICY

ORDER

By placing an order on this website, you are agreeing to the following terms and conditions:

Order Acceptance Policy

All orders and other requests received are subject to acceptance by Midsummer Flowers, and any of its personnel, reserve the right, at our absolute discretion, to reject any order without providing reasons. In the event of rejection, we will refund or cancel any payments received in full, via the payment method used to place the order.

Customer and recipient personal information

For the purposing of accepting the order and generating a billing record in our system we require you to provide your personal information.

To ensure that we can communicate effectively with both customers and recipients, it is very important that you provide accurate personal information.

During the checkout process, we ask for the following personal information:

Customer's email address

We use this information to provide a better customer experience by sending order confirmations, substitution information, dispatch confirmations and delivery confirmations. We will also use the customer's email for marketing communications from time to time. Please ensure that email addresses are accurate.

Customer's full name and address

We use this information for credit and debit card validation.

Customer's telephone number

We use this information to contact customers in the event of problems with the order such as payment failures or delivery issues.

Recipient's full name, contact, and address

We require this information in order to deliver the flowers you have ordered. It is vital that the recipient's address and contact is accurate.

Postal Address:

Delivery Times

Normal delivery times are 10am-5pm daily for orders going to a business, 10am -8pm for orders to a residence.

We will not take responsibility for the late delivery due to adverse weather conditions, incomplete or incorrect delivery addresses, and any other causes beyond our reasonable control.

Our delivery area covers Most areas in Selangor, Kuala Lumpur and Putrajaya. We do not deliver to other state at this moment. This is to ensure the flowers/bouquet we delivered is at it’s best conditions.

We are unable to deliver flowers to a P.O. Box addresses.

If the recipient is not home/office

Depending on the delivery location, if the recipient is not available at the time of delivery, Sender must arrange for delivery date and notify Midsummer Flowers 1 day earlier. Sender are responsible to bear any delivery cost for second delivery attempt.

Recipient May be Contacted

In some cases, the florist may contact the recipient to ensure s/he will be home/office to accept the delivery.

Request to Leave Item at Door

The customer assumes all liability for requests to leave arrangements. We highly discourage special instructions requesting delivery to a doorstep, porch, yard or any location where the recipient cannot accept the arrangement themselves. Midsummer Flowers cannot be held responsible for missing or Flower Quality due to this special request.

Recipient Refusal of Delivery

If the recipient refuses to accept a delivery, you may be held fully liable for the cost of the gift.

Card Messages

The message that you write in the Card Message field is the message that is sent with the gift. We do not include any billing information with your order.

Return Policy

Cancellation of Orders

Cancellation of orders must be made at least 2 Days before date of delivery. A 10% admin charge will be levied for cancellations.

A 50% charge will be levied for cancellations (less than 2 days' notice).

For cancellation request received less than 24 Hours before the delivery time slot, the full purchase amount will apply.

Non-delivery due to incorrect details will be treated as order withheld and no refund will be made. However, you will be contacted to make an alternative arrangement.

Same-day orders are processed immediately, and usually cannot be changed. Due to the urgent nature of florist delivered products we are unable to cancel or change orders already in process at the florist, en route or delivered.

To cancel or change an order that has not been processed, please call 011-21010302 or email to flowers@midsummer.events

Change of Particulars

Changes to particulars such as address, card message and address must be made at least 1 day before delivery.

Exchanges / Refunds

All goods sold are non-exchangeable and non-refundable due to the perishable nature of flowers

In the event of a complaint, please email the picture of the gift within 24 hours from the time received. Emails can be channel to flowers@midsummer.events

Midsummer Flowers and its management promises to look into each case and reserves the right to the conclusion.

If we offer you a refund, please note that banks may take up to ten (10) business days to process and transfer the funds into your account.

A processing fee of RM5 or a 3% of the total purchase amount, whichever is higher, will be imposed on each refund made.

If the bouquet was picked up by buyer but only to be sent to the recipient the next day or after, the buyer is responsible to keep the flowers fresh and we will not be liable for the buyer's neglect or mistreatment towards the flowers. Please ensure that the flowers are kept in a cold and well-ventilated area. Buyers must not leave the bouquet in anywhere that may be suffocating, hot, damp and/or under the sun. There will be no refund for such situation.

Substitution Policy

Fresh Flowers

At Midsummer FLowers we are committed to delivering your important emotional sentiments on time and as fresh and beautiful as possible. Because of the nature, seasonality, and regional availability of flowers it is sometimes necessary to make substitutions of equal or greater value. We will make every effort to maintain the "look and feel" of the arrangement by considering the overall shape, size, style, and color combinations. Normally, the substitution options will be agreed with the client, however, Midsummer Flowers has got the right to substitute floral material at its discretion.

Disclaimer

Midsummer Flowers and its management reserves the right to reject orders at its discretion.

Please note that all terms and conditions are subjected to change without prior notice.