Floral Ordering & Policies

Thank you for choosing Willow Avenue Florals! Each arrangement is thoughtfully designed with care, creativity, and attention to detail.

Please review our ordering policies before placing an order.

1. Placing an Order

We recommend submitting floral inquiries at least **5–7 days in advance** to allow time for flower sourcing and preparation.

Last-minute orders may be accommodated depending on availability.

Submitting an inquiry does not guarantee an order. Your order will be confirmed once all details have been approved and any required payment has been received.

2. Payments & Deposits

For custom floral orders:

Willow Avenue Florals currently accepts payment at the time of pickup or delivery. Customers are also welcome to pay in advance if preferred.

For larger orders of $100 or more, or arrangements requiring specially ordered flowers or materials, a 50% deposit may be required to confirm the order. Any required deposit will be communicated before the order is finalized. Deposits are applied toward the total purchase price.

We kindly ask that all orders be paid in full at or before the time of pickup or delivery.

Larger events may have separate payment terms.

3. Cancellations & Changes

We understand that plans can change! If you need to cancel or modify your order, please contact Willow Avenue Florals as soon as possible.

We kindly request at least 72 hours' notice for cancellations or significant changes.

Because flowers are often purchased specifically for each arrangement, cancellations made after materials have been ordered may result in charges for costs already incurred, where agreed to in advance and permitted by applicable law.

Thank you for understanding and supporting our small business! ♡

4. Flower Availability & Substitutions

Flowers are seasonal and subject to supplier availability.

While we do our best to accommodate specific flower requests, substitutions may occasionally be necessary.

Any substitutions will be selected to complement the original color palette, style, and overall value of the arrangement.

If a specific flower is essential to your order, please let us know during the inquiry process so we can discuss availability.

5. Pickup & Delivery

Pickup arrangements will be coordinated individually with each customer.

Delivery is available to select locations for an additional fee.

Delivery fee: All deliveries have a delivery charge, and confirmation of the delivery address is necessary.

Delivery availability and the final fee will be confirmed before the order is finalized.

Please ensure that all delivery information is accurate.

6. Floral Care

To enjoy your flowers for as long as possible:

- Keep arrangements away from direct sunlight and heat.
- Refresh vase water regularly.
- Trim stems as needed.
- Remove wilted flowers or foliage.
- Keep flowers out of reach of pets and small children.

Fresh flowers are delicate, and their lifespan varies depending on the variety and environment.

7. Questions or Concerns

Your experience matters to us!

If you have a concern regarding your arrangement, please contact Willow Avenue Florals within 24 hours of receiving your flowers, ideally with photographs, so we can review the situation and discuss an appropriate resolution.

Thank you for supporting Willow Avenue Florals. We are so grateful to be part of your sweetest moments!