

High Fidelity Prototyping

Assignment 03



Sri Lanka Institute of Information Technology

IT3060 - Human Computer Interaction

3rd Year – 1st Semester

2023 – WE – S1 – 95

Team Brain Busters

Group Member Details

| | Name with Initials | Registration Number | Contact Phone Number | Email |
|----|---------------------------|----------------------------|-----------------------------|------------------------|
| 1. | Rashmitha K.M. | IT21284120 | 0706959277 | it21284120@my.sliit.lk |
| 2. | Hemashi T.G.B. | IT21290060 | 0711880129 | it21290060@my.sliit.lk |
| 3. | Theekshana K.T. | IT21280160 | 0775808653 | it21280160@my.sliit.lk |
| 4. | Ranasinghe R.C.C. | IT21285042 | 0764458053 | it21285042@my.sliit.lk |
| 5. | Dangalla D.A.S.I. | IT21339592 | 0761779514 | it21339592@my.sliit.lk |

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Introduction

Our team has chosen to redesign the FlowerBangkok.com e-commerce website, aiming to enhance the user experience. We've identified various usability problems, including an unattractive and cluttered homepage, buttons on product cards that are hard to notice, disorganized information on some pages, missing fields in forms, and excessive white space. Our objective is to revamp the website to address these issues and create a more user-friendly and visually appealing platform for online product selection, ordering, and payment.

First, we interviewed users to gather feedback about the website's usability problems. This helped us pinpoint the issues and understand how severe they were. After the interviews, we created basic prototypes to address these problems. Ultimately, we successfully redesigned the website using more detailed prototypes.

Methodology

We chose flowerbangkok.com for our usability analysis. We began by interviewing our group members to identify usability issues and gather feedback. These interviews were conducted via MS Teams for convenience, involving three undergraduate students. We used a structured interview approach with a predefined questionnaire. Unfortunately, the feedback from the students wasn't positive. They encountered problems while performing tasks like selecting gifts, navigating the website, adding items to the cart, and completing orders.

Based on their feedback and identified usability issues, we decided to improve the website's user-friendliness by adding new features and functions. This summarizes our successful user research process for flowerbangkok.com.

Overall Project Link

Sharable link: [Flower Bangkok – High Fidelity Prototypes \(Figma\)](#)

Video Link

Sharable link: [Google Drive](#)

Task Description

IT21284120 – Rashmitha K.M.

Test Case

| Test ID | Test Input | Expected Output | Actual Output | Result (Pass/Fail) |
|---------|-------------------------------------|---|---|--------------------|
| 1 | Click “Home page” in navigation bar | Redirect to the home page | Redirect to the home page | Pass |
| 2 | Click “Register Button” | Redirect to the create new account page | Redirect to the create new account page | Pass |
| 3 | Click “Place My Order” Button | Redirect to the Sender/Receiver Details page. | Redirect to the Sender/Receiver Details page. | Pass |

Generate Dummy Data

| Name of the Participants | Feature/Task 1 | Feature/Task 2 | Feature/Task 3 | Note |
|--------------------------|---|---|---|--|
| Owner | Navigate to the Home page | Ask, the owner to explore the home page | What do you think about the overall design/layout of the page | - |
| Registered User | Navigate to the Home Page | Add items to the cart and fill the recipient and sender’s details. | Navigate to the -Delivery Information & Payment Option page and if there are any changes to make, then do it. | To checkout order details, there are too many steps to follow. |
| Unregistered User | Navigate to the Create new Account Page | Ask the user to fill the create new account form and register to the website. | Ask, what do you think about the create new account page? | - |

Total Number of Tasks = 9

Total Number of Successful Tasks = 8

Success Rate = 88.88%

Sample Analysis of Data

| Prototype screen/UI | User's feedback/Problem | Reason for negative feedback | Severity (high/medium/low) And justification | Way(s) to rectify and any tradeoffs |
|---------------------|---|-----------------------------------|--|--|
| Home Page | No negative feedback | None | None | None |
| Create New Account | No negative feedback | None | None | None |
| Order Checkout | There are too many steps to complete during order checkout. | There are too many steps to take. | Medium | Reduce the number of checkout order steps. |

IT2190060 – Hemashi T.G.B.

Test Case

| Test ID | Test Input | Expected Output | Actual Output | Result (Pass/Fail) |
|---------|--------------------------|---|--|--------------------|
| 4 | Click “Sign In” button | User should be successfully logged in and redirected to the Home Page | successfully logged in and redirected to the Home Page | Pass |
| 5 | Click “Back to Homepage” | Redirect to the home page | Redirect to the home page | Pass |
| 6 | Click “Clear All” | Clear all recently viewed items | Clear all recently viewed items | Pass |

Generate Dummy Data

| Name of the Participants | Feature/Task 1 | Feature/Task 1 | Feature/Task 1 | Note |
|-------------------------------------|--------------------------|------------------------------|-----------------------------|------|
| Registered User | Navigate to Sign In page | Fill all the fields | click Sign In button | - |
| Registered User | Click Reset | Fill email field | click Reset Password button | - |
| Registered User / Unregistered User | Navigate to home page | View recently searched items | Click “Clear All” | - |

Total Number of Tasks = 9

Total Number of Successful Tasks = 9

Success Rate = 100%

Sample Analysis of Data

| Prototype screen/UI | User's feedback/Problem | Reason for negative feedback | Severity (high/medium/low) And justification | Way(s) to rectify and any tradeoffs |
|----------------------------|--|-------------------------------------|---|--|
| Sign In | No negative feedback | None | None | None |
| Forgot Password | No negative feedback | None | None | None |
| Recent Items | There are only the last four viewed items. | Users want to view more items | Low | - |

IT21280160 – Theekshana K.T.

Test Case

| Test ID | Test Input | Expected Output | Actual Output | Result (Pass/Fail) |
|----------------|---------------------------------------|---|--|---------------------------|
| 7 | Click “How to Pay” in navigation bar. | The user should be directed to the page which includes the payment details. | successfully user directed into the page which includes the payment details. | Pass |
| 8 | Click “Your Account Details”. | Direct to your account details page and display form. | Direct to the successfully your account details page and display form. | Pass |
| 9 | Click “Contact Us”. | Display the contact us details and contact form. | Successfully display the contact us details and contact form. | Pass |
| 10 | Click “Back to Home” button. | User redirected to the home page. | User redirected to the home page successfully. | Pass |

Generate Dummy Data

| Name of the Participants | Feature/Task 1 | Feature/Task 1 | Feature/Task 1 | Note |
|-------------------------------------|---|-----------------------------------|------------------------------------|------|
| Registered User | Navigate to the “Your Account Details” page | Fill all the fields | click “Update Details” button | - |
| Registered User / Unregister User | Click “How to Pay” | Navigate to the “How to pay” page | Display page with payment details. | - |
| Registered User / Unregistered User | Click the “Contact Us” page | Fill the contact form | Click the “Send Form” button | - |

Total Number of Tasks = 9

Total Number of Successful Tasks = 9

Success Rate = 100%

Sample Analysis of Data

| Prototype screen/UI | User’s feedback/Problem | Reason for negative feedback | Severity (high/medium/low) And justification | Way(s) to rectify and any tradeoffs |
|----------------------|-------------------------|------------------------------|--|-------------------------------------|
| Your Account Details | No negative feedback | None | None | None |
| How To Pay | No negative feedback | None | None | None |
| Contact Us | No negative feedback | None | None | None |
| My Account | No negative feedback | None | None | None |

IT21285042 – Ranasinghe R.C.C.

Test Case

| Test ID | Test Input | Expected Output | Actual Output | Result (Pass/Fail) |
|---------|-----------------------------|---|--|--------------------|
| 11 | Click “Edit Address” button | Should navigate to Your Address Edit Page | Successfully navigates to the Your Address Edit page | Pass |
| 12 | Click “Save Changes” Button | Should navigate to Order checkout – | Successfully navigate to Order checkout | Pass |

| | | | | |
|----|-------------------------------|--|---------------------------------|------|
| | | Sender/Receiver Details Page | – Sender/Receiver Details Page | |
| 13 | Click “Delete Address” Button | Should redirect to Delete address Page | Successfully Delete the Address | Pass |

Generate Dummy Data

| Name of the Participants | Feature/Task 1 | Feature/Task 1 | Feature/Task 1 | Note |
|---------------------------------|---|---|---|---|
| Registered User | Press the “Address Book” icon and view the Shipping Address as correct. | Ask, the user to explore the Address Book page. | Ask, what do you think about the Address Book page? | - |
| Registered User | Press the “Edit Address” button and view it has previous shipping address details | Edit the Shipping Address details and submit the Edit Address page. | What do you think about the layout of this page? | - |
| Registered User | Ask, the user to explore the Customized Order page. | Add Order details to the Customize Order Form. | What do you think about the design and input fields of this page? | To fill in order details, there are too many fields to complete |
| Registered User | Find the new products on the Christmas page. | View new products we added to our Christmas gallery. | What do you think about the overall design of the Christmas page? | - |

Total Number of Tasks = 12

Total Number of Successful Tasks = 11

Success Rate = 91.66%

Sample Analysis of Data

| Prototype screen/UI | User's feedback/Problem | Reason for negative feedback | Severity (high/medium/low) And justification | Way(s) to rectify and any tradeoffs |
|-----------------------------|---|--|---|--|
| Your Address Book Page | No negative feedback | None | None | None |
| Your Address Book Edit Page | No negative feedback | None | None | None |
| Customize Order Page | There are too many fields to complete the customized order. | There were too many fields to fill, and the user was struggling. | Medium | Reduce the number of fields in the customize order page. |
| By Occasion Page | No negative feedback | None | None | None |

IT21339592 – Dangalla D.A.S.I.

Test Case

| Test ID | Test Input | Expected Output | Actual Output | Result (Pass/Fail) |
|----------------|--|-----------------------------------|-----------------------------------|---------------------------|
| 14 | Click to add to cart button | Direct to the add to my cart | Direct to the home page | Pass |
| 15 | Click the cart item | Direct to add to cart page | Direct to the cart page | Pass |
| 16 | Click the send to flower in navigation bar | Direct to the send to flower page | Direct to the send to flower page | Pass |

Generate Dummy Data

| Name of the Participants | Feature/Task 1 | Feature/Task 1 | Feature/Task 1 | Note |
|------------------------------------|--|------------------------------|------------------------------------|-------------|
| Registered User | Click Cart Icon | Fill the fields in Cart form | Click “Add to Cart” button | - |
| Registered user/ Unregistered user | Add or Remove Item in My Cart Page | Click the “Check-out” button | Display page with payment details. | - |
| Registered user/ Unregistered user | Click the “Send Flowers” in navigation bar | Select item in the list | Click “Next Button” | - |

Total Number of Tasks = 9

Total Number of Successful Tasks = 9

Success Rate = 100%

Sample Analysis of Data

| Prototype screen/UI | User's feedback/Problem | Reason for negative feedback | Severity (high/medium/low) And justification | Way(s) to rectify and any tradeoffs |
|----------------------------|--------------------------------|-------------------------------------|---|--|
| Add to cart | No negative feedback | None | None | None |
| My cart | No negative feedback | None | None | None |
| Send flowers | No negative feedback | None | None | None |

Summary

Our project involved identifying and improving usability issues on a selected website interface, which happened to be flowerbangkok.com, an e-commerce platform. We began by conducting a contextual inquiry and analyzing transcripts to confirm that this website was a suitable candidate for our project.

Next, each of our five team members selected three interfaces with the most usability issues. We then created low-fidelity prototypes for these selected interfaces and justified which variant would be the best choice for our redesign. Using the Figma prototyping tool, we developed high-fidelity prototypes and integrated them.

The end result is a feature-rich website interface with significantly fewer usability issues, improving the overall user experience.

Future work

With the help of the stakeholders' feedback, we have already completed the high-fidelity prototyping of the website. The Flower Bangkok website's usability problems have already been resolved. In light of this, we intend to code the website's front end after that. For that after consulting with everyone in the group, we intend to choose a language or framework.

Additionally, we anticipate selecting a language or framework to build the website's back end.






We intend to conduct the testing as soon as the front-end and back-end coding is complete. After the testing phase, we intend to deliver the client with the fully finished, redesigned website.

Group & Work Distribution

| Student ID | Name | Workload Distribution |
|-------------------|--------------------|---|
| IT21284120 | Rashmitha K.M. | Design high –fidelity prototypes. Test the high – fidelity prototypes. Writing Test Cases Analysis of Test Results Finalize the report. |
| IT21290060 | Hemashi T.G.B. | Design high – fidelity prototypes. Test the high – fidelity prototypes. Writing Test Cases Analysis of Test Results. |
| IT21280160 | Theekshana K.T. | Design high – fidelity prototypes. Test the high – fidelity prototypes. Writing Test Cases Analysis of Test Results |
| IT21285042 | Ranasinghe R.C.C. | Design high – fidelity prototypes. Test the high – fidelity prototypes. Writing Test Cases Analysis of Test Results |
| IT21339592 | Dangalla D.A.S. I. | Design high – fidelity prototypes. Test the high – fidelity prototypes. Writing Test Cases. Analysis of Test Results Edit the videos |

Time Schedule (Gantt Chart)

Time Schedule (Gantt Chart)

| TASK | Week 1 - 3 | Week 4 - 5 | Week 6 - 10 | Week 11 - 12 | Week - 13 |
|---|---|---|---|--|---|
| Group Formation & Select project Topic |  | | | | |
| Assignment 1 : User Research Techniques | |  | | | |
| Assignment 2 : Low Fidelity Prototyping | | |  | | |
| Assignment 3 : High Fidelity Prototyping | | | |  | |
| Final Viva | | | | |  |

References

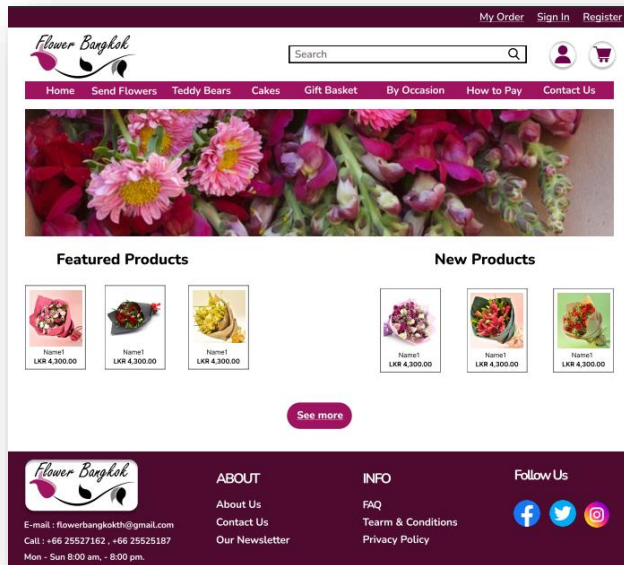
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Appendix



High Fidelity Prototypes

IT21284120 - Rashmitha K.M.

Home Page



Create Account



CREATE NEW ACCOUNT

Full Name

Email




Password

Confirm Password


[Register](#)

Already have an account? [Sign In](#)

Or Continue with

Order Checkout



[My Order](#) [Sign In](#) [Register](#)

[Home](#) [Send Flowers](#) [Teddy Bears](#) [Cakes](#) [Gift Basket](#) [By Occasion](#) [How to Pay](#) [Contact Us](#)

1

2

3

4

Checkout Method

Sender/Receiver Details


Delivery Information

Payment Option

☒ Login

☐ Create an account

☐ Express Checkout



Item 1
LKR 4,300.00

+ 1 -

[← Continue Shopping](#)


SubTotal

LKR 2,950.00

Total

LKR 4,300.00

[Place My Order →](#)



E-mail : flowerbangkokth@gmail.com
Call : +66 25527162 , +66 25525187
Mon - Sun 8:00 am - 8:00 pm.




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[By Occasion](#)
[How to Pay](#)
[Contact Us](#)

1
Checkout Method
2
Sender/Receiver Details
3
Delivery Information
4
Payment Option

Recipient Information

 Name
 Address
 Mobile No

☐ Same as Reciever
 Name
 E-mail
(SMS alerts will be sent to this number)
 Mobile No
☐ Be an anonymus Sender

[← Back](#)
[Continue to Delivery Options →](#)

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[Home](#)
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[Gift Basket](#)
[By Occasion](#)
[How to Pay](#)
[Contact Us](#)

1
Checkout Method
2
Sender/Receiver Details
3
Delivery Information
4
Payment Option

Checkout Type
 Receiver [Change](#)
 Sender [Change](#)
 Deliver Option [Change](#)
 Personal Message [Change](#)

Choose your Payment Method *

Credit Card
 Visa
 Apple - Pay
 Paypal

+ 1 -

Home! LKR 4,300.00

SubTotal LKR 2,950.00
Total LKR 4,300.00

[← Back](#)
[Confirm and Pay](#)

E-mail : flowerbangkokth@gmail.com
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IT21290060 – Hemashi T.G.B.

Sign In Page




BUY YOUR PERFECT GIFT
If You Have An Account With Us, Please [Sign In](#)



SIGN IN

Email Address


Password 

[Forgot Password?](#) [Reset](#)

[SIGN IN](#)

Don't you have an account? [Register](#)

Forgot Password



FORGOT YOUR PASSWORD ?

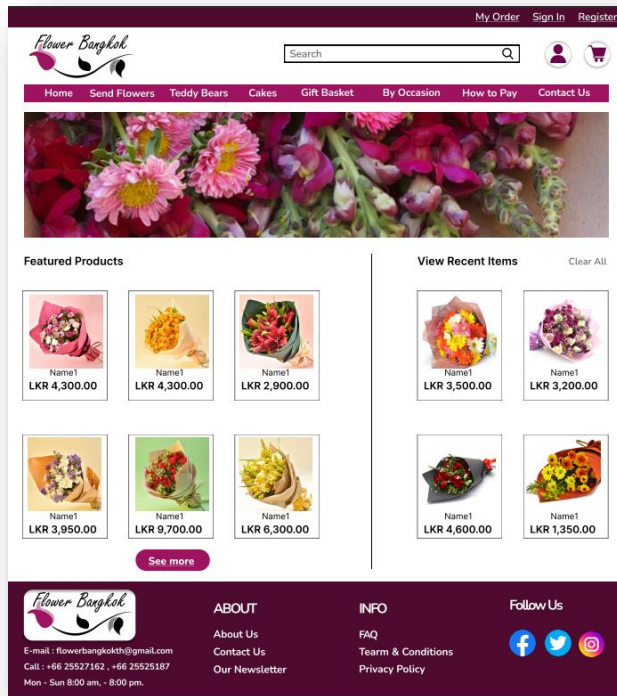
Fill in your email below to request a new password.
An email will be sent to the address below containing a link to verify your email address.

Email Address

[Reset Password](#)

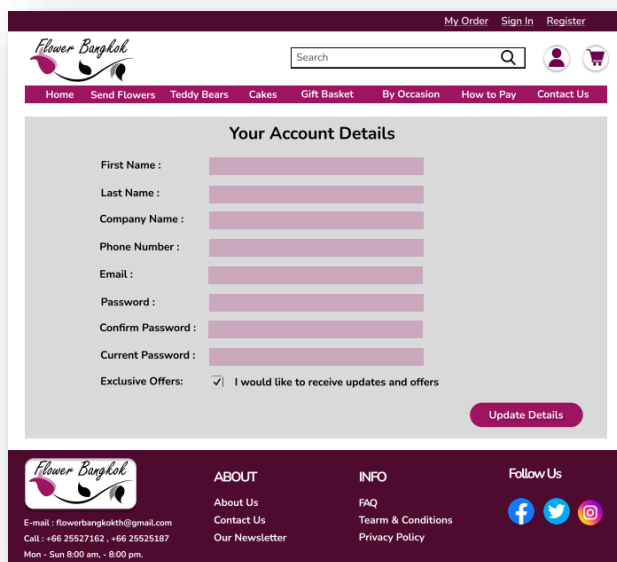
[Back To Homepage](#)

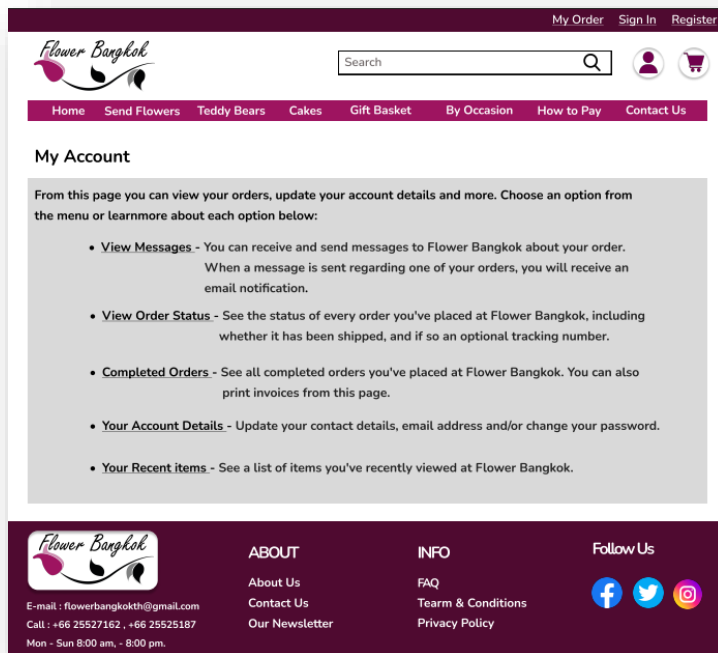
View Recent Items



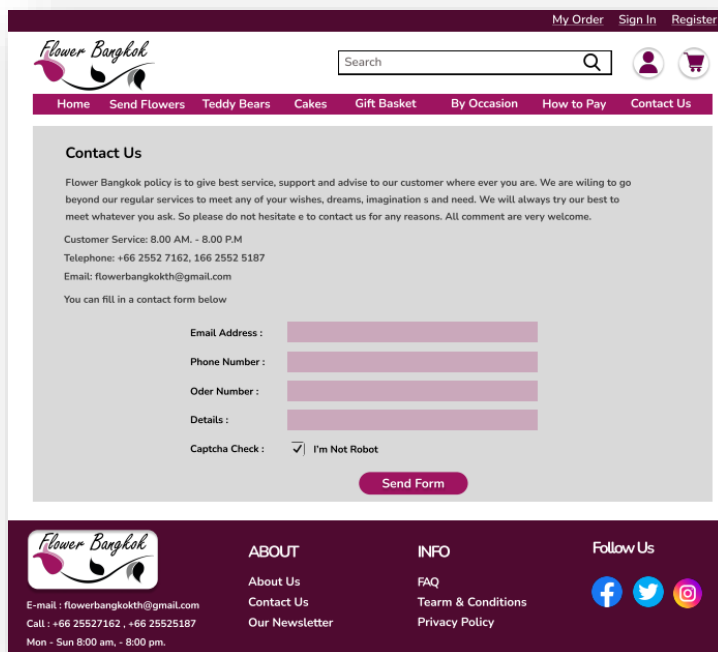
IT21280160 – Theekshana K.T.

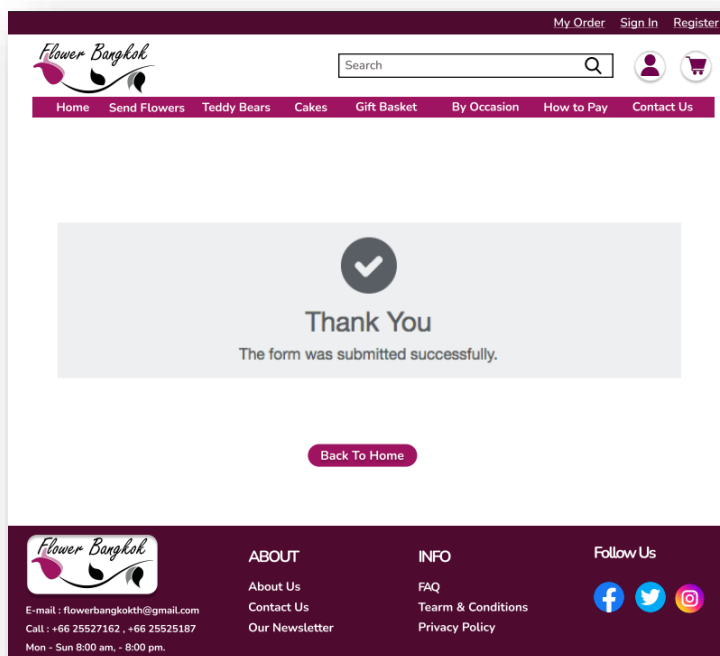
Your Account



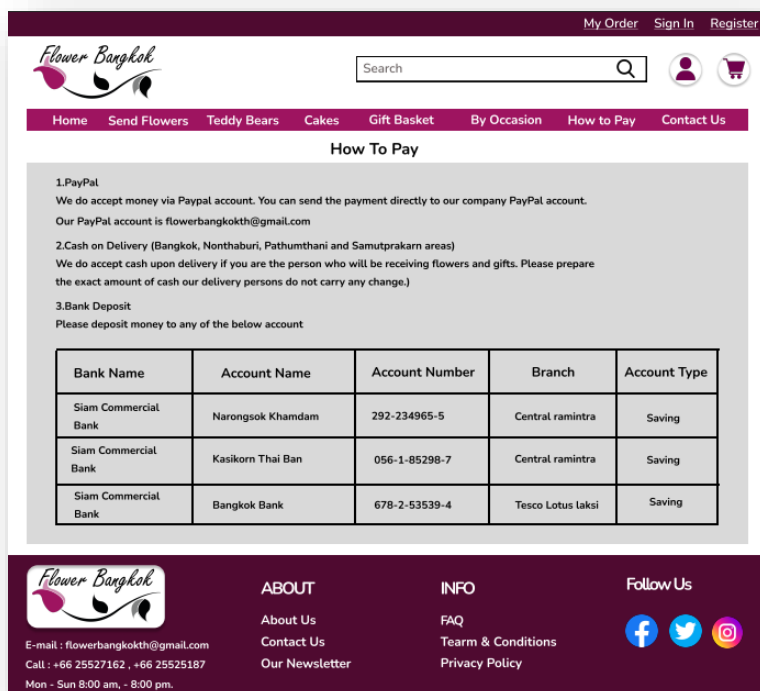


Contact Us



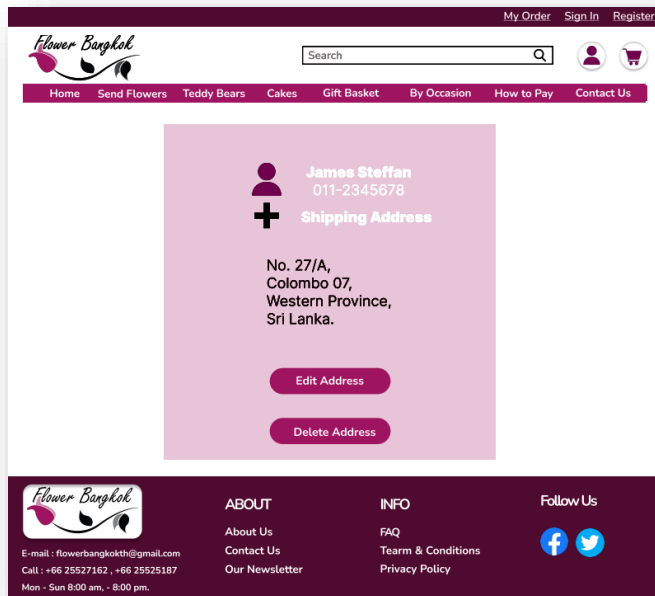


How to Pay



IT21285042 – Ranasinghe R.C.C.

Your Address Book



Flower Bangkok

My Order Sign In Register

Search

Home Send Flowers Teddy Bears Cakes Gift Basket By Occasion How to Pay Contact Us

James Steffan
011-2345678

+ Shipping Address

No. 27/A,
Colombo 07,
Western Province,
Sri Lanka.

Edit Address

Delete Address

Flower Bangkok

E-mail : flowerbangkokth@gmail.com
Call : +66 25527162 , +66 25525187
Mon - Sun 8:00 am - 8:00 pm.

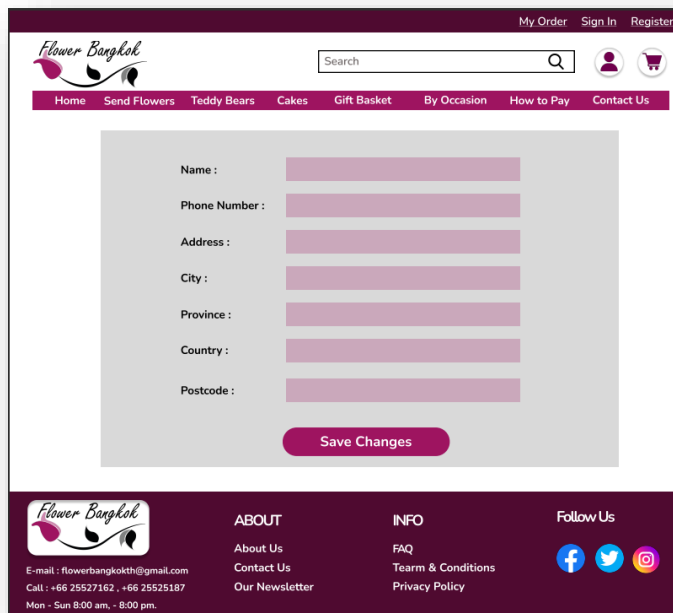
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f t

Your Address Book Edit



Flower Bangkok

My Order Sign In Register

Search

Home Send Flowers Teddy Bears Cakes Gift Basket By Occasion How to Pay Contact Us

Name :

Phone Number :

Address :

City :

Province :

Country :

Postcode :

Save Changes

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Customize order.

The screenshot shows the 'Customize My Order' form on the Flower Bangkhal website. The form is set against a light pink background. At the top, there's a navigation bar with links: Home, Send Flowers, Teddy Bears, Cakes, Gift Baskets, By Occasion, How to Pay, and Contact Us. Below the navigation bar, the form is titled 'Customize My Order'. It contains several input fields: Delivery Area, Delivery Date, Gift Card Message, Delivery Type, Add Additional, State / Province, Phone Number, and Postal Code. Below these fields, the total price is displayed as 'Total Price : \$5.50'. At the bottom of the form, there are two buttons: 'Cancel Order' and 'Confirm'. The footer of the page includes the Flower Bangkhal logo, contact information (E-mail: flowerbangkokth@gmail.com, Call: +66 25527162, +66 25525187, Mon - Sun 8:00 am - 8:00 pm), and links to ABOUT, INFO, and Follow Us sections.

My Order Sign In Register

Flower Bangkhal

Search

Home Send Flowers Teddy Bears Cakes Gift Baskets By Occasion How to Pay Contact Us

Customize My Order

Delivery Area Delivery Date

Gift Card Message Delivery Type

Add Additional State / Province

Phone Number Postal Code

Total Price : \$5.50

Cancel Order Confirm

Flower Bangkhal

E-mail : flowerbangkokth@gmail.com
Call : +66 25527162 , +66 25525187
Mon - Sun 8:00 am - 8:00 pm.

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By Occasion

The screenshot shows the 'By Occasion' page on the Flower Bangkhal website. The page features a navigation bar with links: Home, Send Flowers, Teddy Bears, Cakes, Gift Basket, By Occasion, How to Pay, and Contact Us. Below the navigation bar, there's a section titled 'Order Now' with a 'FREE DELIVERY' banner and a truck icon. The main content area is divided into two columns. The left column lists various occasions: Anniversary, Birthday, New Year, Valentine's Day, Get Well Soon, Birthday, Thank You, and Sympathy. The right column displays three featured items, each with a product image, a placeholder name 'Name1', and a price in LKR (LKR 4,300.00, LKR 2,900.00, and LKR 3,200.00). Below the featured items, there's a 'See more' button. The footer of the page includes the Flower Bangkhal logo, contact information (E-mail: flowerbangkokth@gmail.com, Call: +66 25527162, +66 25525187, Mon - Sun 8:00 am - 8:00 pm), and links to ABOUT, INFO, and Follow Us sections.

My Order Sign In Register

Flower Bangkhal

Search

Home Send Flowers Teddy Bears Cakes Gift Basket By Occasion How to Pay Contact Us

Order Now **FREE DELIVERY**

Home/ By Occasion Sort by Featured Items Clear All

Anniversary

Birthday

New Year

Valentine's Day

Get Well Soon

Birthday

Thank You

Sympathy

Name1
LKR 4,300.00

Name1
LKR 2,900.00

Name1
LKR 3,200.00

Name1
LKR 4,300.00

Name1
LKR 2,900.00

Name1
LKR 3,200.00

See more

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IT21339592 – Dangalla D.A.S.I.

Cart




My Cart

| | | | |
|---|----------------------|----------------------|-------------------|
|  | Abundant Love | 1 | 1 x LKR 4,300.00 |
|  | Teddy Bear | 2 | 2 x LKR 12,800.00 |
| SUBTOTAL : | | LKR 17,100.00 | |
| 80% | | | |
| Checkout | | | |

Flower Bangkok
E-mail : flowerbangkokth@gmail.com
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Add to cart.

Rose Bouquet



Price : Rs.4000

Delivery Area :

Gift Card Message :

Color of Roses :

Delivery date :

Delivery time :




Quantity :

[Add to cart](#)

Flower Bangkok
E-mail : flowerbangkokth@gmail.com
Call : +66 25527162 , +66 25525187
Mon - Sun 8:00 am. - 8:00 pm.

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Send flowers.

