

Online Flower Shop Policies

1. General Information

- Company Name: BloomHaven
- Operating Hours: 9:00 AM - 6:00 PM (Monday to Saturday)
- Customer Support:
 - Email: support@example.com
 - Phone: +123-456-7890
 - Live Chat: 9:00 AM - 6:00 PM (Monday to Saturday)

2. Ordering Policy

- Placing Orders: Orders can be placed through our website or by contacting customer support.
- Order Confirmation: Once an order is placed, a confirmation email will be sent with order details. Please review and report any discrepancies within 1 hour of receiving the confirmation.
- Order Modifications:
 - Modifications must be requested within 1 hour of placing the order.
 - Same-day delivery orders cannot be modified once confirmed.

3. Delivery Policy

- Delivery Areas: We deliver within Penang, Selangor area.
- Delivery Times:
 - Standard Delivery: Between 9:00 AM and 6:00 PM.
- Delivery Fees:
 - Fee: RM4
 - Free delivery for orders above RM300.

4. Cancellation Policy

- Standard Orders: Cancellations are accepted up to 24 hours before the scheduled delivery time.
- Same-Day Delivery Orders: No cancellations are allowed once confirmed.
- Refunds for Cancellations:
 - Full refund for cancellations made within the allowable period.
 - No refunds for cancellations outside the allowable period.

5. Refund and Replacement Policy

- Eligibility for Refund/Replacement:
 - Flowers delivered in poor condition.
 - Incorrect items received.
 - Non-delivery within the scheduled timeframe.
- Refund Process:
 - Contact customer support within 24 hours of delivery with photographs of the issue.
 - Refunds will be processed within 5-7 business days.

- Replacement Process:

- A replacement will be arranged within 24 hours for eligible cases.

6. Substitution Policy

- Product Substitution:

- While we strive to deliver the exact product as displayed, substitutions may occur due to seasonal availability.
- Substitutions will be made with flowers of equal or greater value.

7. Privacy Policy

- Data Collection: We collect personal information such as name, contact details, and payment information solely for processing orders and improving customer experience.
- Data Security: Your data is securely stored and will not be shared with third parties without consent.
- Cookies: Our website uses cookies to enhance user experience.

8. Terms of Use

- Website Use: By using our website, you agree to comply with our policies.
- Prohibited Use: Misuse of the website, such as unauthorized access or illegal activities, is strictly prohibited.

9. Customer Responsibilities

- Ensure accurate information is provided during order placement.
- Be available to receive the delivery at the specified address and time.

10. Contact Us

For any concerns, queries, or feedback, please reach out to:

- Email: support@example.com
- Phone: +123-456-7890
- Live Chat: www.bloomhaven.com