Delivery operations run from 7am to 10pm. Peak time is 12–2pm.

Always confirm address and flower freshness before delivery.

All couriers must wear branded uniforms and carry a delivery badge.

Use insulated bags for temperature-sensitive floral arrangements.

If a recipient is not home, contact the customer within 10 minutes and follow the redelivery protocol.

Daily checklists must be completed before 9am, including van inspection, GPS check, and route review.

Deliveries to hospitals or funeral homes require verbal confirmation from front desk staff.

Holiday surcharges apply between December 20th and January 2nd.

Drivers should avoid leaving arrangements at unattended locations unless explicitly authorized.