

Terms & Conditions

Privacy

All your details are kept strictly confidential. Watsonia Florist does not and has never stored our client's credit card details. When placing an order your credit card details pass directly and securely to our merchant bank who returns to us an approved or declined code. Our customers' privacy and security is of paramount importance to us.

To minimise delivery problems we may need to contact you or the recipient. If you DO NOT want us to contact the recipient you must advise us.

By placing an order, you declare that you are the person named on the credit card or have been given permission to use it.

Deliveries

All floral arrangements and hamper prices shown include a delivery fee to Melbourne metropolitan areas, some outer areas may incur extra delivery charges, Watsonia Florist will contact you if extra delivery fee is applicable.

Watsonia Florist delivers to most large cities and towns everyday. Saturday afternoon and Sunday deliveries attract a surcharge and need to be arranged in advance.

Orders received after the delivery cut off time will be sent the next working day.

For AM deliveries, orders must be received the day prior to delivery. We cannot guarantee AM deliveries but will do our best if AM delivery is requested in the special instructions box. Same day service may not be available to remote or rural addresses. Deliveries to these areas may need to be made to the nearest town and left with the post office or main store. Please contact Watsonia Florist for further details.

We will do our best to get your flowers to the recipient's address at the time and day requested but can not guarantee delivery times. We may need to deliver your order either earlier or later than the date requested to fit in with the available courier service.

We undertake to deliver your order to the address you have given us. We cannot accept responsibility if you have given us the incorrect or incomplete delivery address or if our courier cannot gain access to the address given or if the intended recipient is not at the given address when our courier calls.

To minimise delivery problems we may need to contact you or the recipient. If you DO NOT want us to contact the recipient you must advise us. If we cannot deliver directly to the recipient and unless you have advised us otherwise, our couriers will try to leave the flowers in a safe spot or if this is not possible they will try and return the flowers to us where they can be collected. We may have to charge another delivery fee if you require a second delivery.

When flowers are being delivered to a business, school, hospital, military base or alike, we are required to follow the institutions delivery policies; in which case deliveries will be made to the designated receiving area such as a reception desk or delivery dock.

Flowers and Hampers

While every effort is made to match the arrangements pictured on our site to your order, this is not always possible due to seasonal factors and availability of materials and containers. Availability of boxes, containers, wine, balloons, stuffed toys, confectionary etc will vary from time to time without notice. Therefore our pictures should be used as a guide only.

The photos usually depict the smallest price point for each arrangement. The number and type of flowers or food products in your arrangement will often vary from that shown in the photo as the cost and availability of flowers and food can vary. If our florists need to substitute flowers they will use blooms of equal or greater value to those shown. Photos show flowers in full bloom however we try to send flowers which are in still in bud as these are the freshest available and will last the longest.

Vases are not included with flowers (unless specifically stated). All prices shown on our site are shown in Australian dollars inclusive of GST.

Alcohol

Alcohol cannot be delivered to or be accepted by any other person under the age of 18 or left at a delivery address unattended. Our couriers will try and return the order to us where they can be collected. We may have to charge another delivery fee if you require a second delivery.