

**Article10 - Complaints and refund**

Complaints regarding non-deliveries should be mentioned within 30 days following the date of delivery. Complaints regarding other aspects should be mentioned within 7 days following the date of delivery. Consumers are kindly asked to mention complaints by e-mail (info@euroflorist.be) or by phone. Euroflorist Europe B.V. will reply within 2 days following the reception of the complaint. If a complaint requires a foreseeably longer processing time, the Entrepreneur will provide an acknowledgement of receipt within 7 days and give an indication of when the Consumer can expect a more detailed reply.

**Article11 - Refund policy**

Refunds may occasionally be given at the discretion of the management.  
IF PRODUCTS ARE DAMAGED OR FAULTY  
Because of the perishable nature of many Products you are advised to make any complaint within 1-2 working days of the delivery date of your Products.  
We guarantee five days of freshness for your flowers, plants or associated items from the date of delivery. If any flowers arrive damaged, die or wilt within five days of delivery you should take a digital photograph of them and send it to us via our contact page or take the flowers to the florist shop that delivered them and we will replace the flowers and deliver them to you free of charge.  
IF WE HAVE SENT YOU THE WRONG PRODUCTS  
Refunds may occasionally be given at the discretion of the management.