

flowergardenflorist.com Substitution Policy

Substitutions may be necessary to ensure your arrangement or specialty gift is delivered in a timely manner. The utmost care and attention is given to your order to ensure that it is as similar as possible to the requested item.

Flowers

- In arrangements of assorted flowers, the colors shown online will be used if at all possible, even if this means substituting other kinds of flowers of equal or greater value.
- For one-of-a-kind flower arrangements, such as all roses or all lilies, we will make every attempt to match the flower type, but may substitute with another color.
 - If the floral container shown online is not available, a similar container will be used.

Plants

- For green and blooming plants, similar plants may be substituted of equal or greater value.
- For one-of-a-kind plants, such as orchids, we will make every attempt to match the plant type, but may substitute with another color.
 - If the plant container shown online is not available, a similar container will be used.

Specialty Gifts

Specialty gifts may be substituted with another specialty gift of equal or greater value and of similar theme and category.