

Dancing Orchid Fresh Flower Complaint Policy

We take pride in providing beautiful, high-quality fresh flowers. To ensure your satisfaction and help us address any concerns, please review our complaint policy below.

1. Complaint Window
 - Fresh flowers are delicate and require proper care. If you have any concerns with your flowers, please notify us within 24 hours of receiving your order.
2. Photo Documentation
 - To assist us in assessing any issues, please provide a clear photo of the flowers showing the specific concern. Photos should be sent within the 24-hour period to:
 - Email: hello@dancingorchid.co.uk
 - WhatsApp: 07988229661
3. Care Guidelines
 - Many flower varieties, such as hydrangeas, require specific care to thrive. We provide care instructions with each order. Please ensure proper care is followed to avoid wilting or damage. Claims resulting from lack of care may not be eligible for credit.
4. Credit-Only Resolution
 - For verified complaints, we offer a store credit that can be used on a future purchase. We do not provide cash refunds.
5. Non-Eligible Claims
 - Flowers that have not been stored or cared for according to the provided guidelines may not qualify for compensation. We reserve the right to decline claims that fall outside of this policy.

Thank you for understanding and helping us maintain a high standard for fresh flowers.