

Ref: C294c

# Care Instructions

## PLEASE READ CAREFULLY

# Cut Flowers

*Simply follow these basic care suggestions and you will be rewarded with beautiful blooms.*

- ❁ Fill a clean vase or container two-thirds full with lukewarm water and dissolve the cut flower food. Top up with cold water. Flowers do not readily absorb cold water and hot water can shock them, so it is preferable to maintain a warm water temperature.
- ❁ Remove any lower leaves that would be immersed in the water.
- ❁ Using a sharp knife or secateurs trim a minimum of half an inch off the stems. Always cut diagonally and under water as this allows water to flow more readily through the stem. If a rose starts to droop, wrap the head in paper, re-cut the stem and plunge the bottom 2" into boiling water for approx 30 seconds. Cut the stem again and place in deep cold water for approx 2 hours.
- ❁ Arrange your flowers in the vase. Keep out of direct sunlight and away from hot or cold draughts. A cool room temperature will increase their longevity.
- ❁ Be patient. Buds will gradually open from the base of the stem. Certain flowers bloom quicker than others. A few upper buds may not open. Trimming blooms and leaves encourages other blooms to open and your bouquet will last longer.
- ❁ **IMPORTANT!** Top up regularly with fresh tepid water and remove any fading flowers. Trim the stems as necessary.

## 100% Quality Satisfaction Guarantee

We promise to supply only top quality products, securely packaged so they reach you in prime condition.

- \* Please advise us **within 14 days** of receipt if there are any quality issues with your product. We will replace the product (subject to availability) or credit the purchase price.
- \* Please note that refunds are only payable to the original purchaser of the gift.

We cannot accept responsibility for items that fail to perform due to not being cared for according to the instructions supplied. Our liability is strictly limited to the purchase price of the items ordered. We cannot accept responsibility for items that fail to grow due to extreme weather conditions, over- or under-watering, or which have not been cared for according to the instructions supplied. Our liability is strictly limited to the purchase price of the items ordered.

We strive to provide the best products and level of service possible and generally all our customers are satisfied first time. Occasionally our product or service is not 100% perfect, mainly due to factors outside our control such as mishandling in the postal system. We regularly review our procedures and suppliers to ensure we provide the best service from the start.

**Should you wish to contact our Customer Care Team, please write to the address printed on your message card.**

## Our Shared Responsibility

All we ask is that you look after your flowers according to the care instructions provided, as this will enable you to get the best possible performance from them.