

## **Policies and Procedures**

- 36" Wheel Chair Law
- Buying – Fresh, Supply & Plant Vendors
- Care & Handling
- Commercial Accounts
- Complaints
- Credits & Returns
- Customer Service Policy
- Delivery of Items Not Purchased at Flower Shop
- Delivery Policies
- Discounts
- Donations
- Dump – Recording
- FTD – Wire Service Details
- Guarantee & Return Policy
- Inventory
- Items that are Approved for Purchase
- Orders, Specials Orders and Deposits on Special Orders
- Packaging
- Parking Policy
- Phone
- Point of Sale System/Register
- Power Outage
- Pricing Policy
- Recycling
- Rental Items and Agreement
- Ringing in Personal Sales
- Secret Shopper
- Selling Gift Cards
- Selling Skills
- Tax Exempt
- Thank You Notes for Customers
- Web Site & Email
- Wedding Appointments