

Watanabe Floral Retail

Non-Holiday Delivery Policy

1. There is a minimum delivery order of \$30 on retail deliveries. Any order of arrangements, lei, potted plants, goodie baskets, balloons, or any other retail items (excluding cut flowers) may be delivered if the order meets the \$30 minimum. The cost of the merchandise must be at least \$30 and then the applicable delivery charges will be applied for a total. Cut flowers are not available for delivery for retail customers.
2. All orders must be prepaid in full. We accept Visa or MasterCard payments over the phone. Customers must prepay at the store or Online when the order is placed.
3. Changes or cancellations of orders must be made prior to closing time, one business day prior to the delivery date. Order changes requested after that time cannot be guaranteed. *Special orders or custom arrangements cancelled after that time will be charged a 25% restock fee (only 75% of the purchase amount will be refunded).*
4. There are a limited amount of delivery slots available for each day. We do not deliver on Sundays. Surcharges may apply on large, bulk or deliveries that require special attention. Check with Delivery Supervisor (832-9360 x 321) for the current availability of delivery slots.
5. The delivery charges range from \$3 in Town area to \$35 for outlying areas. *SEE SCHEDULE below.* We do not hide delivery costs within the price of the arrangement to provide full value and lowest prices to cash and carry customers.
6. Deliveries will be made by 4:30 PM on the date of delivery. Routing considerations prevent us from guaranteeing specific delivery times. *Timed deliveries will be accepted at a cost starting at \$5-50, if available.*
7. All scheduling exceptions are made on an "as able" basis. Please coordinate this with Delivery Supervisor.
8. Service area boundaries are:
 - Monday through Saturday;
 - Kapolei, up to Campbell Industrial Park
 - Mililani, up to Mililani Mauka (map 11)
 - Hawaii Kai, up to Kalama Valley (map 4)
 - Kaneohe, up to Haiku Plantations (map 6)

Kailua, up to Kailua Heights and Lanikai (map 5)

9. Should a recipient not be available to accept a delivery, we will:

Attempt to leave the flowers with a co-worker or neighbor. If it is not possible to leave the arrangement with someone, we will advise the recipient (with a door card) and the sender (with a phone call) that the flowers will be held for pick up at the Design Center or the nearest WFI Retail Store.

Delivery Fee Chart

		<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	<u>Zone 4</u>	<u>Zone 5</u>
Standard Delivery	8am - 4pm	\$3.00	\$8.00	\$12.00	\$15.00	\$35.00
Specified Time Delivery (2 days)	By, at, or after a certain time before/after our standard de	\$8.00	\$13.00	\$17.00	\$20.00	\$45.00
Specified Time Delivery (Less than 2 days)	By, at, or after a certain time before/after our standard de	\$18.00	\$23.00	\$27.00	\$30.00	\$60.00

Zone 1

- 96813 Pali Hwy/Nuuanu Ave to Ward Ave, Punch Bowl
- 96814 Ala Moana, Ward to Kalakaua and Makai of H-1
- 96817 Kalihi st/Likelike to Pali Hwy
- 96819 Sand island, Makai side of H-1 by airport, Kalihi st to Puuloa down on Moanalua and up Moanalua Valley
- 96850 Federal Court House

Zone 2

- 96815 Waikiki
- 96818 Mauka of H-1 by airport Salt Lake and Moanalua to the Stadium

Zone 3

- 96701 Aiea
- 96816 Kahala, Waialae
- 96822 Manoa
- 96782 Pearl City
- 96797 Waipahu
- 96822 Manoa
- 96826 Kaimuki

Zone 4

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|------------------|-----------------|
| 96734 Kailua | 96706 Ewa Beach |
| 96744 Kaneohe | 96707 Kapolei |
| 96786 Wahiawa | 96759 Kunia |
| 96789 Mililani | 96857 Schofield |
| 96821 Aina Haina | |
| 96825 Hawaii Kai | |

Zone 5

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|-------------------|-----------------|
| 96712 North Shore | 96762 Laie |
| 96717 Hauula | 96791 Waialua |
| 96730 Kaawa | 96792 Waianae |
| 96731 Kahuku | 96795 Waimanalo |