

DC FLOWERS DIRECT SHIPPING SCHEDULE

To ensure timely shipment, please place orders by the specified deadline via your Komet portal or email at sales@dcflowersdirect.com or mary@dcflowersdirect.com. You will receive an order confirmation email—review it for accuracy. For shipment issues, contact guy@dcflowersdirect.com promptly.

SHIPPING SCHEDULE

Program	Order Deadline (EST)	Delivery Day(s)
ROSAFLORA	Thursday 10:00PM	Monday
DUTCH DIRECT	Sunday 10:00PM	Thursday
	Thursday 10:00PM	Monday
SOUTH AMERICA DIRECT	Monday 10:00PM	Monday
	Wednesday 10:00PM	Wednesday
E-COMMERCE	Thursday 10:00PM	Sunday
	Sunday 10:00PM	Wednesday

Buying direct from Miami? Need reliable delivery to your door in the Washington D.C. area?
DC Flowers Direct has you covered! Let us handle the freight—fast, fresh, and hassle-free.
☎ Call us today at **202-437-0177** to schedule your delivery!

Important Notice Regarding Damaged Goods

Dear Valued Customer,

At DC Flowers Direct we strive to deliver fresh, high-quality flowers to your shop every time. However, if you receive damaged goods, we kindly ask for your assistance in helping us address the issue promptly.

Steps to Report Damaged Goods:

Take a Clear Picture of the Box Label &

Of The Damaged Stems

Ensure the label with shipment details is visible.

Document the Damaged Stems

Count the number of damaged stems, take pictures of ALL the damaged goods and provide a brief description, if necessary. Send this via Email to Sales@dcflowersdirect.com
Mary@dcflowersdirect.com

Notify Us Within 24 Hours

Report any issues within 24 hours of delivery to ensure we can take swift action. This allows us to notify the farm and initiate a claim to secure the appropriate credits. Once resolved, your invoice will be updated accordingly. **Failure to report any damages within this timeframe will result in no credits or refunds being issued.**

Accounts Payable Process

Please note that invoices will be issued **two days after delivery.**

We appreciate your understanding and cooperation in helping us maintain the quality and service you deserve. If you have any questions or need further assistance, please don't hesitate to contact us.

Best Regards,

DC Flowers Direct inc.,

