

购前详细了解

鲜花售前购买须知

PURCHASING INSTRUCTIONS



May all things go well, May all things go well



YAH OYH OYO

1, Variety, color series

If the link options do not specify the variety but only indicate the color series, random or limited edition, we will randomly dispatch the goods based on the situation. We will also note in the remarks that the specified variety is invalid.

2, Flower Care

During the transportation process, flowers are prone to dehydration. After receiving the flowers, you should immediately immerse them in water to wake them up (the waking-up time is 4-5 hours. It is recommended to use a water bucket for the waking-up process). The two outer layers of dryness on the flowers are caused by lack of water and are not signs of freshness. You can refer to the care instructions on the detail page or search for care knowledge online by yourself.

3, Flower after-sales service

Flowers are fresh products. During transportation, there may be losses. If the loss of each bunch of flowers is within 20%, no after-sales service will be provided. If the loss exceeds 20%, please contact customer service within 12 hours of signing for receipt. Customer service will compensate each bunch of flowers with a loss exceeding 20% based on the actual loss situation. For the method of reporting losses, please refer to the "After-sales Loss Reporting Method" at the bottom of the detail page. Personal care issues, such as failure to wake flowers in deep water upon receipt or incorrect care methods resulting in flower damage, are not supported for compensation. For specific after-sales details, please refer to the after-sales notice on the details page.

4 Color difference, flower head size

Due to seasonal factors, the size of the flower heads may vary. The size and color of the flower heads are not related to the quality, but are caused by the season and the variety. Generally, the flower heads are larger in winter, but as the temperature rises, they become smaller in summer. Moreover, the color of some roses may change slightly in summer. Flowers are non-standard products, and the size of the flower heads, color, thickness of the stem, etc. are difficult to be uniform. The above situations are not supported by after-sales service. Those who are mind, please do not bid!!!

5 Delivery, shipment

Our store defaults to using ShunFeng Express for delivery. The normal delivery time is within 48 hours. If a customer wants to delay the delivery after placing an order, please confirm with the customer service and they can delay the delivery after negotiation. Any remarks made by the customer regarding the delivery time that are not confirmed will be regarded as invalid. Due to the large number of orders during holidays, delayed delivery is not supported at present. Losses caused by incorrect recipient addresses or contact information due to personal reasons cannot be recovered, and the losses will be borne by the customer themselves.

6 Flower Specifications

Depending on the variety, the length of the rose is approximately 35-45 cm. Users can refer to this information to choose a suitable-sized vase.

7 Return and Exchange Issues

Flowers are fresh products. Once they are shipped, we do not offer a 7-day no-reason refund or return policy, nor do we accept any returns for any reason. Returns will not be refunded!

Flower Purchase Instructions

鲜花购买须知

品种、色系 Variety, color series

如链接选项中未写明品种只标注色系、随机或者盲盒的，我们会根据情况随机发货，自行备注指定品种的无效。

鲜花养护 Flower Care

鲜花在运输过程中难免会出现脱水的情况，收到花后要第一时间深水醒花哦(醒花时间4-5小时，建议使用水桶醒花)，鲜花外面两圈干燥的是保护瓣因缺水导致的，并不是不新鲜的花材，养护教程可以查看详情页中的养护须知或者自行在网上搜索养护知识哦。

鲜花售后 Flower after-sales service

鲜花属于生鲜产品，在运输的过程中可能会出现损耗，每扎鲜花损耗在20%以内不售后，如损耗超过20%，请在签收的12小时内联系客服，客服按照每扎鲜花的实际损耗情况，对超出20%损耗的鲜花进行按枝赔付，报损方法请参考详情页下方“售后报损方式”，因个人养护问题，例如收到鲜花未进行深水醒花或者养护过程中方法错误导致鲜花损坏的，是不支持赔付的，具体售后细节请看详情页售后须知。

色差、花头大小 Color difference, flower head size

受季节因素的影响，鲜花花头大小可能会有所不同，花头的大小、颜色并非是质量的问题，而是季节和品种引起的，一般在冬季花头偏大一些，但随着温度的升高，夏季花头则偏小一些，并且部分玫瑰的颜色在夏季会出现偏色情况，鲜花为非标品，花头大小、颜色、花茎粗细等难以统一，以上情况是不支持售后的。介意者勿拍!!!

快递、发货

本店默认使用中通快递发货，正常在48小时内发货，顾客下单后如想延迟发货，请与客服确认协商发货后即可延迟发货，顾客自行备注发货时间的默认视为无效，因节日期间订单较多，暂不支持延迟发货。因个人原因导致收件地址、联系方式错误而造成的鲜花损失不可恢复的，其损失由客户自行承担。

Wake-up first then Cultivating

先醒花再养花

鲜花醒花与养护

WAKE UP FLOWERS

If the flowers you receive have suffered from severe dehydration, don't be disgusted or give up. Just give it plenty of water and it will regain its vitality. Loving flowers means you must know how to wake them up. Start by waking the flowers first before taking care of them.

“ 收到鲜花如果脱水严重，不要嫌弃不要放弃
给它喝饱水，它就可以精神焕发了
爱花一定要懂得醒花，先醒花再养花 ”



鲜花养护须知

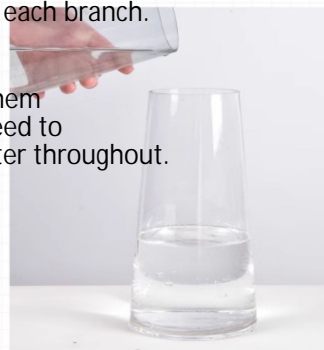
Wake-up After receiving the flowers, remove the outer packaging. At a 45° angle, cut the roots 2-3 cm from the base. The leaves do not need to be removed. Insert the flowers into a vase or bucket with a higher water level for deep water refreshing. Be careful that the flower buds should not be in contact with water. The refreshing time is 2-3 hours.

醒花

收到鲜花后，去除外包装，将花根2-3cm处倾斜45°剪根，叶片无需去除，将鲜花插入水位较高的花瓶或水桶中进行深水醒花，注意花苞不能沾水，醒花时间2-3小时。



- Pour 1/3 of water into the vase.
- Add the nutrient solution and stir it properly.
- Trim off the excess leaves. Keep 1-2 leaves on each branch.
- Make the cut at a 45-degree angle along the root of the plant according to the height of the vase.
- Just put the flowers in the vase and arrange them as desired. If the water is not cloudy, you don't need to change it. It is recommended to use the same water throughout.



①将花瓶中倒入1/3的水



②加入营养液并适当的摇匀



Please follow the instructions to operate.

售后报损方式



WAY OF REPORTING DAMAGE



After-sales flowers are photographed in a flat manner. Each flower is photographed separately, allowing for an accurate count of the damaged flower heads. After-sales flowers are photographed in a flat manner. Each flower is photographed separately, allowing for an accurate count of the damaged flower heads.

The required effect size must be accurate.



2. Close-up photo of the after-sales flower, which clearly shows the damaged area of the flower head.

The required effect size must be accurate.



2. The QR codes on the flower packaging will be used for traceability.

The QR code needs to be captured clearly.



质量问题为您赔付

鲜花售后须知

AFTER-SALES INSTRUCTIONS

However Compensation

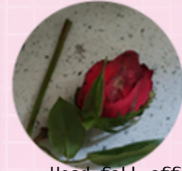
可赔付



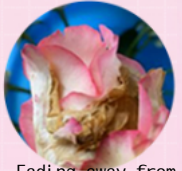
Broken branch
断枝



Collapse under pressure
压坏



Head fall off
掉头



Fading away from illness
病烂

Non-reimbursable

不可赔付



Old petals
老花瓣



Minor flaws: A few of the flowers on the top have fallen over.
轻微瑕疵 多头鲜花少量掉头 脱水焉了



“

① During the transportation process, some flowers may be damaged. The loss rate for each bunch of flowers is within 20% and will not be compensated after delivery. If the loss exceeds 20%, please contact the customer service within 72 hours after receiving the goods. The customer service will compensate for the flowers that exceed the 20% loss rate based on the actual loss situation of each bunch. When compensating, please provide photos of the damaged flowers, the order number, the shipping label, etc., to facilitate the customer service in providing compensation for you. ② Please provide the claim feedback within 72 hours of receipt. Claims received after 72 hours will not be processed. The compensation method is to put all the damaged flowers together and take a photo along with the shipping order number and send it to the after-sales customer service. There are certain methods for flower preservation. If you have any questions, please contact the customer service. We are dedicated to providing you with preservation consultation! ③ Users in areas with temperatures below minus 5 degrees Celsius should purchase with caution. If frostbite occurs, we will not provide after-sales service at present. Please understand.

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请仔细阅读说明
差价与拒收说明

INSTRUCTIONS

Price Difference and Rejection Explanation

不退差价说明

No Refund of Price Difference Explanation

本店的鲜花价格会根据市场行情不定期调整
 因此您在本店购买的任何商品
 出现降价的情况我们是不退差价的
 感谢您的理解

The prices of the flowers in our store will be adjusted irregularly according to the market conditions. Therefore, any goods you purchase in our store in case of price reduction, we will not refund the difference. Thank you for your understanding.

不可拒收说明

Refusal of Acceptance Explanation

鲜花属于生鲜产品
 订单一经发出
 不支持任何理由的拒收和七天无理由退货退款
 拒收一律不退款!

Flowers belong to perishable products. Once the order is placed Refusal of any goods without any reason and seven-day no-reason return and refund policy are not supported! Reasoning Refusal of acceptance means no refund!

Differences between winter and summer of the same variety

同一品种冬夏季区别

花头、枝条、色差

INSTRUCTIONS

Flower heads, branches, color differences

small

middle

big

小花头型玫瑰

中花头型玫瑰

大花头型玫瑰

太空

多头玫瑰

白雪

甜蜜雪山

粉红雪山

梦雪

蜜桃雪山

白柔雅

长相思

香妃



In different seasons and for different varieties, the size of the flower heads and the thickness of the branches will vary. The flower heads size is not caused by quality, but by season and variety (flower heads are larger in winter and smaller in summer); the size of the flower heads and the thickness of the branches in our store are determined according to market conditions and are beyond our control. Those who are particularly concerned about the size of the flower heads and the thickness of the branches should be cautious when placing orders.

不同的季节、不同的品种，花头大小枝条粗细都会不一样，花头大小并不是质量引起的，而是季节和品种引起（花头冬季偏大，而夏季则偏小）；本店花头大小/枝条粗细都是根据市场情况来，不属于本店可控范围，特别在意花头大小和枝条粗细的请慎重下单。

鲜花均为实物拍摄，花为自然生长之物，不同季节温度，同一品种颜色深浅也会有所不同，加之拍摄光线，显示屏等原因，实物和图片可能会稍有差异。

The flowers in the pictures are all real shots. The flowers are naturally grown. Different seasons have different temperatures, and they are of the same variety. The shades of the colors may also vary. Additionally, due to factors such as the shooting light, the display screen, etc., there might be slight differences between the actual object and the picture.

(以蜜桃雪山为例)

	summer 夏季		winter 冬季
花头 flower head		VS	
花苞 bud		VS	

(以香妃玫瑰为例)

	summer 夏季		winter 冬季
颜色 变化 color change		VS	