



Substitution Policy for BloomNet_{SM} Professional Florists

1. The Design Resource Guide should be followed when filling 1-800-FLOWERS.COM orders. Overall shape, size and style of arrangement should be maintained.
2. Shades and color combination of arrangement should be maintained. Substituting flower varieties of equal value and similar appearance are acceptable if necessary.
3. Substitution of floral content is permitted when necessary to ensure delivery in a timely manner. Substitutions should be of equal value and similar type flowers (e.g., spike for spike, round for round).
4. Variety should take preference over color on single variety arrangements.
5. We encourage you to buy specific components for our featured arrangements (most of our customers shop on the Internet and expect to receive exactly what they've seen). Match container for same container whenever possible, particularly color for color. For example, a red vase for **1-800-Flowers It's All About You™**.
6. No substitution is permitted for codified products except with the expressed consent of the sending florist.

Substitution is permitted when necessary but should be as similar as possible and always of equal value.

**Questions? Contact us at customerservice@bloomnet.net
or 1-866-BloomNet (1-866-256-6663)**