

SHIPPING + DELIVERY

ALCHEMIST & CO offers personal local hand delivery, USPS and Fedex as our shipping methods. At this time, we are unable to ship to a PO Box address. Limited international delivery is available; please call us to discuss. Certain perishable items can only be shipped overnight to guarantee freshness and therefore are only available locally via personal hand delivery or via overnight shipping.

For same-day personal delivery to an office, the cut-off time to place an order is 12:00 noon, to guarantee arrival by 5PM. For same-day personal delivery to a residence, the cut-off time to place an order is 3:00 PM, to guarantee arrival by 7PM.

RETURNS + EXCHANGES + SUBSTITUTION

ALCHEMIST & CO is unable to cancel, refund or change floral / edible / perishable order when it has been processed, en route or delivered. Cancellation, refund, addition and changes to an existing order must be received via telephone or via a written communication 24-hr prior to personal / local delivery, and 5 business days prior to USPS or FEDEX scheduled ship-out date. Customer service assistance is provided from our Concierge Desk daily from 9AM-5PM PST. (310) 278-1988 – email: info@alchemistcompany.com

We guarantee the freshness of our floral for at least 3 days. If our flowers perished within these 3 days grace period, we would be more than happy to offer you a replacement of the same value, or issue you a partial/full store credit to be used for future purchase. Please note that flowers/plants are not eligible for exchange or refund after 3 days.

Our perishable edibles are guaranteed freshness when we ship them and must be consumed immediately. Returns / Exchanges are not allowed on all edible perishable items.

Occasionally, substitutions of flowers, containers, flavors and fragrance are necessary due to temporary, regional availability, and seasonal issues. If this is the case with the gift you've selected, our experienced Concierge Team will contact you via email and telephone to ensure that the style, theme, color, and scheme of your gift is preserved and will only substitute items of equal or higher value.

REFUNDS

ALCHEMIST & CO only offer a full refund on damaged items if we are not able to replace it with the same / comparable items that both you and us agree upon. Documents in the form of photographic images must be emailed for our record. If you live locally in Los Angeles, our courier will pick up the damaged product within 24 hours of your notice. If you live outside of Los Angeles, please return your gift with an insured courier to our office:

ALCHEMIST & CO
c/o RETURNS
311 N Robertson Blvd # 707
Beverly Hills CA 90211

Regretfully, we do not offer refund on edible perishable items at this time. No cash refund.

PROBLEMS WITH AN ORDER

At **ALCHEMIST & CO**, we make every effort to ensure that you receive excellent service. If, at any time, you experience problems with an order, please let us know.
Concierge Care (310) 202-8772
info@alchemistcompany.com