

Oakleigh Flowers

Oakleigh Centro Shopping Centre
Cnr Station Street & Portman Road
Oakleigh
VIC, 3166
PHONE
0395699979
MOBILE
0433673338
EMAIL
oakleighflowers@gmail.com



About Oakleigh Flowers

Oakleigh Flowers is committed to offering only the finest floral arrangements and gifts, backed by service that is friendly and prompt. Because all of our customers are important, our professional staff is dedicated to making your experience a pleasant one. We always go the extra mile to make your floral gift perfect. We have a host of ideas about how to make any gift occasion something special for both you and the recipient. We also offer a wedding bouquet and wedding function flowers service guaranteed to please.

Let Oakleigh Flowers be your first choice for flowers!

Store Hours

Our shop is open 7 days a week from 8:30 a.m. to 6:00 p.m.

Please check with our store for public holiday and Mother's Day flower deliveries on 0433673338.

To help assure on-time delivery during the busy floral holiday season, we suggest you place your order as early as possible for special dates including Christmas Day, New Year's Day, Australia Day, Valentine's Day, Easter, ANZAC Day, Mother's Day and Father's Day.

Payment Options

For online payments we accept PayPal, Visa, MasterCard, Diner's Club Card and American Express. We also accept cash for orders placed in store.

Delivery Areas

We can deliver flowers to Oakleigh and the surrounding areas. We also deliver to the following facilities:

- Hospitals
- Nursing Homes
- Funeral Homes
- Businesses
- Schools

Specialty Services

We specialize in the following services:

- Fresh Flower Delivery
- Tropical Flowers
- Plants and Dish Gardens
- Contemporary & Traditional Arrangements
- High-style Floral Arrangements
- Dried Floral Arrangements
- Weddings & Special Events
- Funeral & Sympathy Flowers
- Gourmet & Fruit Baskets
- Gift Baskets
- Soft Toys
- Balloons

Delivery Policy

Orders Monday - Friday:

Orders must be received before 2:00 p.m. in the recipient's time zone to assure same-day delivery. Orders received after that time will be delivered the following day.

Orders Saturday:

Orders must be received before 10:00 a.m. in the recipient's time zone to assure same-day delivery. Orders received after that time will be delivered the following day business day.

Orders Sunday and Public Holidays:

We are unable to make deliveries on Sundays and Public Holidays. Deliveries requested on this day will be delivered the following business day.

These cut off times do not apply to busy floral events including (but not limited to) Mother's Day, Valentine's Day and Christmas. Please check with us for the order cut off times for these days.

While we try to deliver your order at the requested time, it is not possible to guarantee that these times will be achieved. There are often local reasons why an order can not be delivered within your preferred time frame (for example, courier delivery times). If the flowers are for a timed event (for example, a funeral or business location), we will do our best to assist. However, we strongly recommends that you provide us with an alternative address so the flowers can be delivered elsewhere if too late for the timed event.

A local delivery fee is added to each order, for each address. Oakleigh Flowers will try our best to ensure your flowers are delivered on time to the right location. Delivery of orders to rural route addresses, secured buildings or cemeteries cannot be guaranteed. We do not deliver to PO BOX or LOCKED BAG addresses. Unfortunately, we cannot offer same day delivery or deliver to some locations due to their remoteness. Some deliveries may be required to be collected from the nearest Oakleigh or depo, if this is the case the recipient will be notified.

We will be happy to accept your international orders if you call our shop directly on 0433673338.

Substitution Policy

Occasionally, substitutions may be necessary to create your bouquet due to the availability of certain flowers in various parts of the country. Care is taken to maintain the style, theme and colour scheme of the arrangement, using flowers of equal value. Additionally, the substitution of certain items may be necessary due to increased demand, especially during major holidays such as Christmas, Valentine's Day and Mother's Day. In single-flower bouquets and arrangements, such as an all rose bouquet, or orchids, we will make every attempt to match the flower type, but may substitute with another colour.

Privacy Policy

This privacy statement has been created in order to demonstrate our firm commitment to protecting customer privacy.

Information We Collect

If you open an account on our site or make a purchase, we need your contact information including your name, e-mail address and mailing address to complete your transaction.

When you visit our website, we also collect some basic information that does not identify individual users. We use this information to determine our users demographics and interests, so that we can better understand and serve our users.

"Cookies"

Cookies are small files which store certain information about your activity on the website and are stored on your computers hard drive. Our cookies do not contain any personally identifying information. We use cookies to let us know that you are a prior customer, so that you don't have to re-enter information you gave us on your prior visits. Most web browsers automatically accept cookies, but most allow you to instruct your browser to prevent the use of cookies. However, if you disable cookies, you will not be able to use certain features of this website.

Our Use and Disclosure of Your Information

When opening an account or making a purchase, you have an opportunity to opt-in or opt-out from receiving emails from us. If you opt-in to receive information from us, we may use your purchase history, contact information and other registration information to provide you with more relevant information and email content. We may send emails to our users regarding changes in our services or other information we believe will be of interest to our users. If you prefer not to receive these emails, you can send us an email with the subject line no emails or reply to our email with the subject line no emails.

If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities on our site, we may collect such information. We may use that information and other information that we obtain from your use of our site to resolve disputes, troubleshoot problems and enforce our agreement for Terms of Use.

We may share aggregate statistics about our sales, traffic patterns and related site information with other businesses, but these statistics will include no personally identifying information.

We may share your information with Petals Network and other reputable vendors for the purpose of sending out special offers via email and/ or in connection with the services provided by our site such as the delivery of flowers. Your information will not be shared for any other purpose and will be kept secured.

We cannot ensure that all of your private communications and other personally identifiable information will never be disclosed in ways not otherwise described in this Privacy Statement. For

example, we may be required to disclose information to the government or third parties under certain circumstances, or third parties may unlawfully intercept or access transmissions or private communications. We can (and you authorize us to) disclose any information about you to law enforcement or other government officials as we, in our sole discretion, believe necessary or appropriate in connection with an investigation of fraud, intellectual property infringements, or other activity that may be illegal or may expose us to legal liability.

Security

This site has security measures in place to protect the loss, misuse and alteration of the information under our control.

All user credit card information is securely communicated using secure socket layer (SSL) software, which is the industry standard and among the best software available for secure commerce transactions.

All user information stored on our server is stored in an encrypted format. Notwithstanding these efforts, we caution you that perfect security does not exist on the Internet.

Linked Sites

If this site contains any links to other websites, we are not responsible for the privacy practices or the content of such websites.

Changes to Privacy Statement; Consent

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Questions and Comments

We welcome your questions and comments about this Privacy Statement.

Contact Information

Thank you for visiting our website. We are more than happy to have a chat about anything you have seen on this website, so please don't hesitate to contact us using the below details. If you have any questions or need more information, please call us directly at 0433673338. We're always here to serve you and make your flower-sending experience a pleasure!

Or visit us at:

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Oakleigh Centro Shopping Centre Cnr Station Street & Portman Road
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Oakleigh Flowers in Oakleigh - Flowers and Gifts

If you're looking for specialised flower delivery services, Oakleigh Flowers has you covered! We can provide delivery to a number of facilities in the Oakleigh area. Same day delivery is available for orders placed before 2:00pm Monday - Friday and before 10:00am on Saturdays.

Hospitals

HOSPITAL NAME	ADDRESS	SUBURB
Cabrini Hospital	181-183 Wattletree Road	Malvern
Malvern Private Hospital	5 Wiltonvale Crescent	Malvern East
St John of God Hospital	3 Gibb Street	Berwick
Casey Hospital	62-70 Kangan Drive	Berwick
Dandenong Hospital	135 David Street	Dandenong

We can deliver to most hospitals in and around Oakleigh. We will endeavour to have your hospital flowers delivered but some hospitals have strict policies about flower and gift basket deliveries. Check with the hospital before sending flowers to ensure they can be delivered. Many patients recovering from surgery, seriously ill or in ICU cannot receive flowers and gifts. Alternatively, we can arrange for delivery to the recipients home when they are discharged from hospital.

Churches

CHURCH	ADDRESS	SUBURB
Oakleigh Anglican Church	26 Abbeygate Street	Oakleigh
Sacred Heart Catholic Church	19-21 Johnson Street	Oakleigh
Bethel Bible-Presbyterian Church	Downing Street	Oakleigh
Greek Orthodox Parish	85 Willesden Road	Oakleigh
The Uniting Church	154 Drummond Street	Oakleigh
Coptic Orthodox Church	8 Logie Court	Oakleigh
Christ Our Holy Redeemer Parish	43 Ferntree Gully Road	Oakleigh East
Clayton Chinese Christian Church	4/8 Surrey Crescent	Oakleigh East
Seventh-Day Adventist Church	Poath Road	Hughesdale
The Uniting Church	Kangaroo Road	Hughesdale

Nursing Home

NURSING HOME	ADDRESS	SUBURB
Southern Cross Care	45-47 Warrigal Road	Hughesdale
Oaklea Hall	4-8 Earlstown Road	Hughesdale
Premier Aged Care	2/64 Portman Street	Oakleigh
Baptcare Brindabilla	Atherton Road	Oakleigh
Sheridan Hall Malvern	Sheridan Hall Malvern	Malvern East
Gardiner Retirement Lodge	211 Burke Road	Glen Iris
Grace Gardens Retirement Village	1 Grace Street	Glen Waverley
Valley Village Mews	112 Stud Road	Dandenong
Cardinal Knox Village	69 Langhorne Street	Dandenong
Outlook Gardens Hostel	504 Police Road	Dandenong

Towns and Areas We Deliver To:

We'll take care of all your flower delivery needs! You can use us to deliver flowers locally and send flowers internationally.

Our shop serves the following areas: Ashburton (3147), Ashwood (3147), Bangholme (3175), Bennetswood (3125), Bentleigh East (3165), Bentleigh (3204), Berwick (3806), Berwick (3806), Brandon Park (3170), Brighton (3162), Bunurong Mem (3175), (3125), Burwood Heights (3151), Burwood (3125), Cabrini (3144), Carnegie (3163), Casey (3806), Caulfield East (3145), Caulfield North (3161), Caulfield South (3162), Caulfield (3162), Central Park (3145), Chadstone (3148), Clarinda (3169), Clayton South (3169), Clayton (3168), Coatesville (3165), Crimea (3161), (3175), Dandenong (3175), Dandenong (3175), Darling (3145), Delmont (3146), Dunearn (3175), Endeavour Hills (3802), Fountain Gate (3805), Glen Iris (3146), Glen Waverley (3150), Glenhuntly (3163), Hallam (3803), Hampton Park (3976), Harkaway (3806), Harrisfield Vic (3174), (3125), Holmesglen (3148), Hopetoun Gardens (3162), Hughesdale Via (3163), Hughesdale Via (3166), Huntingdale (3166), Jessie (3168), Jordanville (3148), Knox (3152), Knoxfield (3180), Kooyong (3144), Lynbrook (3975), Lyndhurst (3975), Malvern East (3145), Malvern Priv (3145), Malvern (3144), Mckinnon (3204), Monash Medical (3168), Monash University (3168), Moorabbin (3189), Mount Waverley (3149), Mulgrave North (3170), Mulgrave (3170), Murrumbeena (3163), Narre Warren East (3805), Narre Warren (3805), Noble Park (3174), Notting Hill (3168), Notting Hill (3149), Oakleigh South (3167), Oakleigh (3166), Ormond Via (3165), Ormond Via (3204), Ormond Via Carnegie (3163), Ormond Via (3162), Patterson (3189), Pinewood (3149), Rowville (3178), Sir John Monash (3168), Solway (3147), South Eastern (3174), St John Of (3806), Studfield (3152), Syndal Via (3150), Syndal (3149), Tally Ho (3149), The Valley (3170), Tooronga Via Glen (3146), Tooronga Via (3144), Vermont Sth (3133), Vermont (3133), Wantirna (3152), Watsonia Military (3805), Waverly (3149), Westall (3169), Wheelers Hill (3150), Whitburn (3168) and Wishart (3189)

Guarantee

We know how much your flowers and gifts mean to you and the recipient. We will always endeavour to ensure your flowers are fresh and delivered on time in perfect condition. We aim to provide you with quality customer service, and if for any reason you have any concerns or a question about an order please contact us.

Sales Tax Information

All prices are GST inclusive.

Order Changes

- Please be advised that we are unable to cancel or change any orders already delivered or presently en route to delivery.
- If you find it necessary to cancel or change delivery dates or addresses for any other orders, please call us.
- We are also unable to accept cancellations or change requests via e-mail.

Substitution Policy

We reserve the right to make fair and reasonable substitutions according to the practical availability of specific flower types and containers worldwide. This document outlines "Our Florist Member Policy for Order Substitutions" as a guideline for florist members of Petals Network.

When a florist member receives a flower order, every effort must be made to create an arrangement of the shape, size and colour and using any flower varieties specified, according to the order description. Specific flower types may be indicated on the order, either by actual description or in the content of an item from the Floral Selection Guide. Stem count is not guaranteed and will vary depending on regional availability.

In the case where a specific flower type or colour is unavailable within the given time frame of delivery, substitutions may be made within the arrangement to achieve the same overall shape, style and colour effect and to ensure that the order is delivered on time.

Except where the selling florist has indicated that there be no substitution, florist members will always give priority in decreasing order of importance to:

- (1) delivery time of the order, followed by
- (2) colour preferences, followed by
- (3) the overall style of the arrangement, followed by
- (4) specific flower varieties

Flowers of a similar shape, size and value but different type and colour may be used if other flowers in the arrangement substitute for that colour and the overall effect of the arrangement is maintained.

In arrangements of a single flower variety (e.g. rose bouquet), the flower variety will take precedence over colour.

We encourage our customers to indicate a second choice in their order description to allow for any difficulty in supplying the order to exact specification.

Orders must always be done to the full retail value of the order.

Quality complaints must be received within 2 weeks of delivery. A photo is highly recommended for quick resolution to quality complaints. Non delivery complaints must be received within 2 months of the delivery date. Complaints received after this time frame will be considered on an individual basis.

Payment Methods

We accept the following payment methods:

Visa

MasterCard

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If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities on our site, we may collect such information. We may use that information and other information that we obtain from your use of our site to resolve disputes, troubleshoot problems and enforce our agreement for Terms of Use.

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We may share your information with Teleflora and other reputable vendors for the purpose of sending out special offers via email and/ or in connection with the services provided by our site such as the delivery of flowers. Your information will not be shared for any other purpose and will be kept secured.

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