

Frequently Asked Questions



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Q: What do I do if I have requests for plants after I have turned in my order sheet?

A: We want you to be successful. If there is a way for us to adjust what you have ordered to increase your sales we will!

Q: What should we do if a customer sees something they want to purchase on the day of delivery?

A: We have lots of fundraising groups that purchase extra items to sell on the date of pickup. Anything that you purchase that is not presold is at your own risk, whether you sell them or not. However, we have more than half of our fundraisers that purchase extra plants to sell on pickup day and historically increase their total sales by at least 20%.

Q: What will happen if the plants that were ordered are not available?

A: It's important to understand that we are dealing with a perishable product. The plants that you are ordering were planted months ago and are susceptible to weather, disease and death. We clearly communicate substitutions in time for you to communicate to your customers. Color substitutions may be necessary at times.

Q: When should we collect money?

A: We recommend that you collect money at the time of the customers initial sale. This guarantees that you won't be stuck with product and no payment!

Q: How much will delivery/shipping fees be?

A: We don't charge for delivery. You name the location and we will deliver your plants free of charge!

Q: What should I do if there is bad weather on the day of delivery?

A: We make special shipping arrangements for all of our fundraisers. This means that you will have your plants delivered on the delivery date...come rain or shine. We recommend that you have a back-up plan for pickup if the weather is bad.

Q: Is payment due at time of delivery?

A: Yes! It is important that you have payment ready when our driver comes to deliver your plants.

Q: When should we have customers come to pick up their plants?

A: We like to give our customers a 2 hour window when plants will be delivered. After delivery you will need time to organize your team and block plants by customer for pickup. Allow yourself plenty of time.



I greatly appreciate how smoothly you made our fundraiser go this year. The flowers, as always were so beautiful & it's always nice to hear everyone compliment them as they pick up their order! From the beginning to the end when the truck arrived I received such great customer service from Sedan. You all deserve a pat on the back! I look forward to working with you all next year.

Thanks!

**Sher Helm
Maize Baseball**

We have been working with Sedan Floral for the past several years in our annual plant sale fundraiser for our Special Kids Fund with the Bartlesville, OK. School District. Everyone always comments at how great the annuals look when they drive up, ready to add great colors to their garden beds.

Thank you for your support and your help over the years. We really appreciate you!!!!

**Patty and David Noland
Special Kids Fund, Bartlesville Oklahoma**