



### **American Express® Terms and Conditions**

- This offer is open to all American Express Cardmembers whose accounts are valid and in good standing. An American Express Cardmember ("Cardmember") for this Offer means a person holding a Card issued by American Express Banking Corp. in India.
- This offer is also valid on Corporate Cards issued by American Express Banking Corp. in India.
- This offer is not valid for American Express Cards issued by a third party bearing the name or trademark or service mark or logo of American Express ("Network Cards ") issued in India.
- This program is being offered by the participating service establishment only and shall be valid for the period mentioned in the offer.
- The offer in this program will be fulfilled at the merchant's end only.
- This offer is being made purely on a "best effort" basis. The Cardmembers are not bound in any manner to participate in this offer and any such participation is purely voluntary.
- American Express is neither responsible for availability of services nor guarantees the quality of the goods/services and is not liable for any defect or deficiency of goods or services so obtained/availed of by the Cardmembers under this offer. Any disputes with regards to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express shall have no liability whatsoever regarding the same.
- American Express shall not be liable whatsoever for any loss/damage/claims that may arise out of use or non-use of any goods or services availed by Cardmember under this offer. American Express reserves its absolute right to withdraw and/or alter any of the terms and conditions of the offer at any time without prior notice.
- Nothing expressed or implied in the program shall in any way waive or amend any of the Terms and Conditions of the existing Cardmember agreement with the Card issuer.
- To receive this offer, purchase should be charged in full to the American Express® Card. No cash alternative is available.

### **Interflora Terms & Conditions**

- Get 20% Instant discount across on all flowers booked online through Interflora Website <https://www.interflora.in/> by applying Promocode: **AMEX20**.
- This offer is valid from 15 April 2022 to 31st March 2023, both days included.
- This Offer is applicable for delivery at all locations in Delhi/NCR and for Select locations in Mumbai, & Bangalore. . Cardmember can enter the area PIN code to check the availability.
- This offer is also applicable on International Deliveries at select locations (<https://www.interflora.in/international>) only.
- This Offer cannot be clubbed with any other ongoing offer of Interflora.
- The discount is applicable on the amount exclusive of taxes and delivery charges (if any)
- There are no blackout dates under this offer.
- There are no product exclusions under this offer.
- No minimum amount is required to avail the offer.

- There is no cap on maximum discount value.
- No Extra charges will be applicable on the same day and standard delivery. The same day delivery orders will be accepted till 6 PM Only.
- This offer can be availed multiple times during the offer period.
- Extra charges will be applicable on fixed time delivery and mid-night delivery.
- This site is operated by Join Flora Pvt Ltd (InterFlora India), master licensee of the brand Interflora owned by Interflora British Unit (Interflora). No material from this site or any other website owned, operated, controlled or licensed by Interflora and/or its associates or its sister concerns may be copied, reproduced, republished, transmitted, downloaded, uploaded or in any other manner for commercial use or otherwise without the written permission of the Interflora or Interflora India. Violation of this condition is a violation of copyright and other proprietary rights of the Company and/or its associates or sister concerns or affiliates
- The products/services provided on this site are without warranties of any kind either expressed or implied and Interflora India disclaims all or any of them fully. Interflora India does not warrant that the products/services offered will be error-free, or that the defects will be corrected, or that this site or the server that makes it available are or will be free of viruses or other harmful components. Any warranties or After Sale Services if any offered by the Manufacturers/Vendors on any product shall be serviced directly by such Manufacturer/Vendor and Interflora India shall not be under any obligation to ensure compliance or handle complaints
- There is sometime a possibility of extra charges like Octroi, Taxes or Duties which are to be borne by the recipient at the time of delivery. Please note that Interflora India does not control any of these charges
- For Flowers or other items that are perishable in nature, the delivery would be attempted only once. If the delivery is not executed during that attempt due to incorrect or insufficient address, recipient not at home, address found locked or refusal to accept, the customer shall still be charged for the order. No refunds would be entertained for such items
- Since flower arrangements are hand-made, there may be a slight variation from the picture shown. However, we will make sure that we deliver the flower arrangement as close as possible to the description/ photograph shown
- The product specifications (weight, size, color etc.) mentioned with the product photos are only approximate. Most products here are handmade items. There may, hence, be a variation in the pictures and the respective products. Interflora India, at its absolute discretion, may deliver a similar / alternate product for reasons or exigencies beyond its control
- Under no circumstances whatsoever shall Interflora India be liable for any loss of data, loss of profits or any damages whatsoever including, without limiting, any indirect, special, incidental, consequential or other damages that result from the use of or inability to use the products/services offered on the site Notwithstanding the foregoing, in no event shall Interflora India be liable to the user for any or all damages, losses, and causes of action (including but not limited to, negligence) or otherwise exceeding the amount paid by the user to Interflora India for that specific service/product
- In an effort to provide our customers with the most current information, Interflora India will, from time to time, make changes in the Contents and in the products or services described on this Site. The prices advertised on this Site are for Internet orders. Prices and the availability of items are subject to change without notice. Any prices used on this Site may not be indicative of the actual selling prices in your area. We reserve the right to limit sales, including the right to prohibit sales to re-sellers. We are not responsible for typographical or photographic errors
- Users who have availed services through Interflora.in by selecting one or more listed service providers: Interflora.in reaches out to these users via SMS / E-mail / Call / Online after their

scheduled appointment schedule and ask them for Feedback on their experience or inform them on the latest product updates from the Service provider. Interflora.in has complete ownership of this flow of feedback collection

- Notwithstanding any or all of the terms, conditions & disclaimers stated herein above and in FAQ or elsewhere in the site, any refund or payment by Interflora India to the user or anyone else acting on his behalf for any reason whatsoever, voluntarily or on being claimed by any user shall not become a waiver of any or all of the Terms, Conditions and Disclaimers made and shall not become a precedent for similar future actions/claims or confer any rights on the claimant. And further that all such refunds/payments if any when made shall be subject to 10% deduction on account of Bank charges and other processing overheads
- If the user has any questions, doubts or confusion in regard to any of the terms & conditions set out herein, he should seek clarifications from us through email ([support@interflora.in](mailto:support@interflora.in)) and should wait for a written clarification before using the service
- There are no replacements allowed as the products are perishable. In case of damaged, wrong product, missing or bad quality products, you can ask for a replacement, which will be done within 24 hours.
- There are no returns allowed as the products are perishable. However, in case of damaged, wrong product, missing or bad quality products please, reach out to us on +91 22 3965 0333 or write to us at [support@interflora.in](mailto:support@interflora.in) and we will provide the most appropriate solution by redelivering or compensating for the error by refunding or issuing an Interflora gift voucher which you can use on Interflora for a period of up to 6 months. In either case, we will process the refund or issue the gift voucher (GV) within 24 hours.
- Interflora is NOT liable to compensate in any form for any order in the following cases:
  - If the complaint is made after 48 hours of the delivery time.
  - If the product is delivered to an incorrect address that was provided by the sender.
  - Unsuccessful delivery due to the recipient not being available at the address provided by the sender at the time of delivery.
  - If the recipient refuses to accept the product.
- Order cancellation is initiated instantly but it would take 7-10 working days for the amount to reflect in the bank account.
- You can cancel your order but only 24 hours in advance from date of delivery. So, in case you would like to cancel the order, please get in touch with us at the earliest. You can call our customer care at +91 22 3965 0333 Monday to Saturday between 9 am to 7 pm. You can also write to us at [support@interflora.in](mailto:support@interflora.in).