| **Category** | **Question** | **Answer** |
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| **General** | What are SY Flowers? | SY Flowers is a premium floral company that helps celebrate special moments with beautifully curated floral arrangements, combining convenience, cultural relevance, and economic empowerment. |
|  | How do I place an order? | Visit our website, browse the collection, add items to your cart, proceed to checkout, and complete your payment. You will receive an order confirmation via email. |
|  | What payment methods do you accept? | We accept credit/debit cards (Visa, MasterCard), bank transfers, and mobile payment options. Transactions are secure and encrypted. |
|  | Can I modify or cancel my order? | Contact our support team for urgent changes. |
| **Delivery & Shipping** | What is your delivery policy? | We offer same-day and next-day delivery within select locations. Delivery fees vary based on distance and urgency. |
|  | Do you offer same-day delivery? | Yes, for orders placed before the daily cutoff time. Additional fees may apply. Availability can be checked at checkout. Contact our support team to confirm |
|  | What areas do you deliver to? | We deliver to major cities Abuja, Lagos, Kaduna and Port Harcourt. Enter your delivery address at checkout to confirm availability. |
|  | Can I schedule a future delivery date? | Yes, you can select a future delivery date during checkout to ensure timely arrival for special occasions. Also contact customer support to confirm |
|  | What happens if the recipient is unavailable? | We will attempt delivery to a neighbor or a safe location and notify you. If unsuccessful, we will reschedule, with extra delivery charges. |
|  | Do you offer international shipping? | Currently, we only deliver within Nigeria, but we are exploring international options. |
| **Product & Customization** | Can I customize my flower arrangement? | Yes, you can personalize your order by selecting add-ons like chocolates, teddy bears, drinks, balloons and greeting cards. |
|  | How do I care for my flowers once they arrive? | Trim the stems, change water every two days, and keep flowers in a cool, shaded place to extend freshness. |
|  | What types of flowers do you offer? | We offer a wide variety, including roses, lilies, chrysanthemums, million stars and seasonal blooms. |
|  | Can I add a personal message with my order? | Yes, you can include a personalized message during checkout, which will be delivered with your flowers. |
| **Returns & Refunds** | What is your return policy? | We generally have no return policy as we work diligently with you to ensure your order is carried out. However, we are happy to hear feedback and do a refund when the issue emanates from our services |
|  | What should I do if my flowers arrive damaged? | Take a photo and contact customer support within 24 hours for a replacement or refund. |
| **Customer Support** | How do I contact customer support? | Reach us via email, phone, or live chat on our website for assistance. |
|  | Can I track my order? | Once ordered, our customer service team will contact you and provide information in real-time. |