

The flower shop "Botanika.rs" will consider the complaint about the delivered flowers only if it is notified within 1 hour after delivery, so please be free to contact us by e-mail or contact phone.

RETURN FUNDS:

If you make a mistake when ordering, you pay more money or if you want to cancel the order, and you have already made a payment, we will refund you the money paid in the shortest possible time. You can cancel your order within 15 minutes, until we have started preparing a flower arrangement for you.

In accordance with the Law on Consumer Protection ("Official Gazette of the Republic of Serbia" 62/2014), paragraph 2 of Article 34 of this Law establishes the following: The trader makes a refund using the same payment methods used by the consumer in the original transaction, unless the consumer did not explicitly agree with the use of another means of payment and provided that the consumer does not bear any costs due to such a refund.

THE RIGHT OF THE BUYER TO DISCLAIMER THE PURCHASE:

The Purchaser has the right to cancel his order if it occurs within 15 minutes after confirming the same insight that he made a mistake while placing the product in the basket.

In accordance with the Law on Consumer Protection ("Official Gazette of the Republic of Serbia" 62/2014), paragraph 4 of Article 37 of this Law establishes the following: The consumer has no right to withdraw from the contract in the case of delivery of goods subject to deterioration of quality or has a short expiration date.

Warnings and Situations in which Botanika.com does not assume responsibility for any damage

The orderer should be aware that he orders "live" flowers, and even though Botanika.rs guarantees that he will use the best quality material, the length of "life" of the products delivered depends on the nature of the transit of the plant material itself and the care provided by the Recipient. Botanika.rs provides flowers with instructions for every flower arrangement.

Some types of flowers and leaves can be toxic or cause skin rash. It is necessary to keep these products out of the reach of children and persons with sensitive skin, following hands after contact with flowers and leaves.

Pollen from the stems of some floral species (such as lily or anemone) can leave permanent stains on the clothes. The recipient should take care that clothes and furniture do not touch these types of flowers.

Some arrangements contain fruits, vegetables, candles or other decorative items. No part of the arrangement is intended for eating.