



## FTD Flowers

[www.ftd.com](http://www.ftd.com)

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Your FTD Order Quality Guarantee ref: \_00D1I2xcop.\_5001Ibf0ic:ref3

Yahoo/Sent

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**FTD Customer Care** <customer@ftd.com>

To: jwd2741@yahoo.com

Sun, Feb 14 at 9:03 PM



[BEST SELLERS](#)

[BIRTHDAY](#)

[JUST BECAUSE](#)

[SAME DAY](#)

Dear Valued Customer,

We're very sorry; we noticed while monitoring your order that it may have been in transit longer than expected due to our shipping partners' systems constraints and weather conditions across their network.

Our product is packed to withstand a long transit, so they arrive in great condition even with a delay. Your flowers or plants are guaranteed to last at least 7 days. If for any reason you are not satisfied with the freshness of your gift, please contact us and we will gladly replace it or refund your money.

We understand how important your order is, and we sincerely apologize for any inconvenience.

Sincerely,  
FTD Customer Service

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**jwd2741@yahoo.com**

**To:**FTD Customer Care

Sun, Feb 14 at 11:34 PM

They are delivering on Monday ???

On a National Holiday ???

So tremendously disappointing

Whenever it gets here there gonna be refused

I've filed a complaint with BBB

Sent from my iPhone

Show original message

**Spark Ster** <jwd2741@yahoo.com>

**To:**FTD Customer Care

Sat, Feb 20 at 12:19 AM

To Whom It May Concern,

Your Order # 60940587244

My Order Date 3 February 2021

Your proposed delivery date 12 February 2021

You had **nine** days to fill an order ..... Which is evident you didn't preform

I take you're not very organized and that you DO NOT have a expeditor

Your claim is weather related ..... why were other carriers (including UPS) delivering to zip code 31064 during that time

The flowers were attempted delivery on 16 February 2021 ... they were refused

It's truly a sad day when FTD cannot make a delivery date with a 9 day lead

It's also unlawful that you've enticed the consumer to add MORE \$\$\$ for on time shipping

I've filed a claim with BBB against FTD and a common carrier complaint against UPS

Am also going to do all that I can to let my network know that FTD is unreliable

Sincerely

Joey Derting

P O Box 404

Monticello, GA 31064

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