

# WONDERLAND

## BOTANICALS

### Frequently asked questions

#### *How do I place an order?*

To place an order for any bouquet design seen on our website, please drop us a line at [order@wonderland.com.sg](mailto:order@wonderland.com.sg) with the following details:

- (a) Your Name
- (b) Contact Number
- (c) Bouquet Design and Size
- (d) When you need the bouquet. *Please provide us with the date and preferred timeslot (10am - 1pm or 2pm - 6pm).*
- (e) If you would like to self-collect or delivery. *Please note delivery charges for same-day orders are \$25 per location and for advance orders, \$12.*

If Self-Collection is preferred, please select which location you would like to pick up your bouquet from:

\* Wonderland Botanicals Studio (315 Outram Road, #08-06 Singapore 169074, collection available between 10am - 6pm from Monday to Friday)

\* Plain Vanilla Tiong Bahru Flagship (1D Yong Siak Street, Singapore 168641, collection available between 10am - 7pm Monday to Saturday)

\* ION Orchard (B1-06 within IN GOOD COMPANY Concept Store, 2 Orchard Turn, Singapore 238801, collection available between 12pm - 7pm Monday to Saturday)

If Delivery is required, please advise on the following:

- (a) Recipient Name
- (b) Recipient Contact Number
- (c) Delivery Address
- (d) Personal Message On Shipping Tag

Upon receiving your email order, we will send you an invoice and PayPal payment request for you to make payment. Please note that we will only proceed with your order upon payment confirmation, so we encourage you to make payment promptly upon receiving the payment request.

As our studio is closed on Sunday, all bouquet enquiries received on Sunday will be dealt with promptly on the following Monday and you should expect to hear from us from 10am on Monday.

#### *What time must I place my order if I want it for the next day?*

For bouquets going out the next day, please place your order by 12pm the day before so that we have sufficient time to prepare the flowers for your order.

#### *What delivery options do you offer?*

We offer same-day delivery for our Florist's Picks bouquet and next-day delivery for all other bouquets.

Orders for same-day delivery must be placed and acknowledged by our team before 12pm on the day of delivery; payment must also be made by 2pm on the day of dispatch. Orders for next-day delivery or advance orders generally must be placed and acknowledged by our team before 12pm, and paid for by 2pm, on the day before delivery.

We charge a small fee of \$12 for delivery orders placed in advance (including next-day orders). Delivery for same-day orders will be at a charge of \$25.

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### *Where do your flowers come from?*

All around the world! We work with flowers that are sourced from farms in Malaysia, Taiwan, China, New Zealand, Australia, Israel, Colombia, Kenya, South Africa, U.S.A, and also via the flower auction market for flowers from Holland.

### *Why does the bouquet I ordered look slightly different from the picture on the website?*

While we endeavour to replicate the style and colours seen with each bouquet design, no two arrangements are the same. This is because despite having the same floral recipe, the end result may differ slightly due to the seasonality of certain blooms and sometimes even the same bloom in the same colour will vary in tone. Just like fingerprints, no two stems are alike.

### *Do you do bespoke bouquets or vase arrangements?*

Yes we do! Drop us an email at [hello@wonderland.com.sg](mailto:hello@wonderland.com.sg) with more information regarding your preferred flowers, colour scheme, and budget and our florists will pull together an arrangement that we believe you will enjoy. It is best to get in touch about a week in advance for bespoke designs.

### *Do your flowers come in vases?*

All our bouquets come wrapped with brown paper and cream ribbon so that the beauty of the flowers can shine and not be overshadowed by the packaging. We do not currently offer a vase option for our standard bouquet collection, however, we will soon have a selection of our favourite floral vessels available online for purchase. We also welcome requests for bespoke arrangements, both wrapped or in a vase.

### *How can I make sure the bouquet I received stays looking as beautiful as possible, for as long as possible?*

Upon receiving your bouquet, unwrap and remove it from the packaging over a sink. Cut all stems at a diagonal for a fresh uptake of water and place it in a vase of water. Make sure that there's no foliage below the waterline to prevent rotting. Keep the vase away from direct sunlight and sources of heat and the best place for your flowers is in a cool room. To prolong the vase life of flowers, cut the stems while changing the water daily and ensure that you clean the vase too to prevent bacteria build up. In our local climate, the bouquet will last about 3 to 4 days, and anything longer is a bonus!

### *I need a bouquet today, what are my options?*

Contact us at [order@wonderland.com.sg](mailto:order@wonderland.com.sg) before 12pm to find out what options we can offer for a Florist's Picks bouquet for same day delivery. All you need do is share with us your budget and preferred colours and we will do our best to assist you. Please note that for same-day orders, deliveries and self-collection at our studio will only be available from 4pm to 6pm on the day of your order.

### *What methods of payment do you accept?*

All prices quoted are in SGD and we accept payment via PayPal/ credit card online.