

## WORLD FLOWERS FAQ's

1. What is World Flowers?
  - World Flowers is BloomNet's new Fresh Floral wholesale platform. We have joined with experts in the industry who have decades of experience in servicing the nation's florists. Fresh cut floral and green products will no longer be sold on Bloomnet.net.
2. Why is Bloomnet using World Flowers?
  - The new website is specifically designed for the processing and fulfillment of wholesale floral products. The new platform offers many expanded capabilities and opportunities.
3. What payment options Credit Terms are available?
  - All BloomNet Florists have the options to pay via their Clearing House or via credit card.
4. What's different about World Flowers?
  - World Flowers has many times more products and more shipping options than Bloomnet.net. Prebook / Farm direct products are now available with 1 week advance instead of 2-3 weeks. Next Day delivery, Saturday delivery, FOB Miami and other shipping options are now available. World Flowers uses a network of dozens of farms and 15 distribution centers to get the best quality products to the florists.
5. How do I logon to World Flowers.com? Do I need to create a new account?
  - Just visit worldflowers.com and logon using your BloomNet shop code and password. All BloomNet florists have accounts on World Flowers complete their name, shipping address.
6. Who do I contact for more information or customer support?
  - For sales please contact your BloomNet product sales rep at 904-737-8500 (ask for the product sales team or David Toledo if you don't know your Rep by name).
  - For customer service please contact [customersupport@worldflowers.com](mailto:customersupport@worldflowers.com) or call 800-258-1011.
7. What does World Flowers charge for shipping?
  - The prices you see (stem price, bunch price) include shipping. There is a \$10 handling fee applied on every checkout (whether you buy 1 box or 100). Saturday delivery requests also have a \$15 fee.
8. When will World Flowers be available?
  - Nov 4<sup>th</sup> launch