

Introduction to Flower World, Inc.

Welcome to Flower World, Inc.

We would like to make this a great and enjoyable shopping experience for you. Our place is enormous, so it is very easy, as a first time customer, to be overwhelmed. We have constructed the layout of the greenhouses and the display areas in such a way that it becomes very easy to find the specific sections you are looking for. You will find numerous information mailboxes filled with maps of the retail area as well as other informational material. Please help yourself to any of these brochures. We are a "self-help, low-key, take-your-time-and-explore" type of operation. You will not experience a hard sell technique from any of our employees. We encourage you to take your time and enjoy the displays, the flowers and the plants. Most of our signage is meant to inform as well as educate you. The informational signs will help you choose the right plant for the right location and explain how to give the right care. The pictures will help you visualize the blooming stages and the mature look of a plant.

Some Pointers to Help You Get Around Flower World

Maps

Maps are available at all checkout counters as well as in the marked mail boxes. You will find the general layout of the retail area on the map as well as the location of the checkouts.

Plant Location

There are six basic locations. At the east end you will find the perennial, groundcover, grass and water plant display houses. At the far west side you will find the roses, fruit trees, berries and grapes, the hedge section and the flowering and shade trees. In the court yard and part of the west house you will find most of our nursery stock. The north block houses the foliage plants and the seasonal plants, including all bedding plant and annual baskets. The Japanese maples are located north of the atrium along with the rhododendrons and azaleas.

Carts and Carry Out Trays

Most carts are stored along the parking bays outside the retail complex. There are also handcarts to be used for the larger trees. These are strategically placed at different locations around the nursery. The carry out trays are at all the checkout counters as well as at several other places throughout the nursery.

Restrooms

The restrooms are located in the seasonal house in the far northwest corner of the complex.

Checkout Procedure

The main checkouts are located in the seasonal house, two on the north side and two on the west side. Other checkout locations are at the west end of the tree house, as well as in the north buildings. They are clearly marked on the maps. If your plants are too large or too heavy for you to move, please pull them out of the display a bit, take the name/price tag off the tree and take this to the checkout counter. The cashier will call for a loader to get your tree marked and help you load it. Please do not load any trees or shrubs into your car/truck until they have been checked out and tagged. In front of the checkouts we have loading zones available for your convenience. Leave your paid-for and marked purchases on the carts and simply back into the loading zone for easy loading. If needed, please ask for help with the loading.

Information

Our employees wear Flower World name tags and gray logo shirts so they are recognizable. Most of them will be able to answer simple location questions. During the spring and summer our Information Booth is staffed with experienced Master Gardeners. They will be able to answer most of your plant questions and will be able to give suggestions and advice. Most of our department supervisors will be able to help you with specific plant questions or specific plant availabilities.

Plant Guarantee / Return Policy

Ask for a copy of our plant guarantee and return policy or take one out of the designated mail box.

Delivery

We have delivery service available for large trees and shrubs. We charge a preset amount based on your location. For more information about our delivery service, check with one of our cashiers or pick up a delivery policy info sheet.

Recycling and our Use of Recycled Pots

We use a lot of recycled plastic pots and containers and we encourage you to recycle your plastic pots by using the two drop off bins. They are conveniently located in the west parking lot at the east end of the rose house and along the east exit/delivery road.

'Re-Use' is the ultimate in recycling. Flower World attempts to make full use of recycled pots and containers but there may be times that containers with "Sale" stickers from other companies will be seen in our plant displays which may be confusing. We apologize for that, but hope you will appreciate our recycling practices and understand that we cannot honor someone else's sale price stickers.

**We hope that you have an enjoyable time
at
Flower World, Inc.**