

IDENTITY OF PERSON SENDING COMPLAINT	DATE / TIME OF COMPLAINT	FILE DATE COMPLAINT ARCHIVED	DESTINATION OF THE COMPLAINT	THE CONSUMER COMPLAINTS	RESULT
Jessica Sorci FILE REF : Ready Flowers0.PDF	6/04/11 7:05 AM less 11 hours	6 April 2011	Ready Flowers Facebook Fan Page	<b>Jessica Sorci</b> Ready flowers, they cancelled my order without notifying me as the phone number I gave was mine and not the receiver of the flowers, I had to call them after having no word from my friend who was supposed to receive the flowers on her birthday or the company for 3 WEEKS. Upon ringing the company they told me they would check and call me back. They did not. I had to call back to get the news that they had received an email from the Paris branch that they had cancelled my order but did not tell ME. I was just left wondering. When I asked why no one has at any point contacted me they just apologised and said they would give me a 10% off voucher for my NEXT PURCHASE. Yeah as if. 11 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Toni Spencer FILE REF : Ready Flowers.PDF	8/05/11 4:57 PM less 2 hours	8 May 2011	Ready Flowers Facebook Fan Page	<b>Toni Spencer</b> Ready flowers have jsut spoilt Mothers day for me. After organisinf flowers to be delivered to my mum and mother inlaw andafter doubl checking that they would be delivered TODAY. I received two phone calls t say "oh sorry" we can't deliver them today. Had I know this yesterday morning I would hve mde alternate arrangements. Very Very angry! I trying to change addresses for tomorrows and what a drama that was. Can I humbly suggest English speaking and comprehension a prerequisite for taking phone orders!!! ARRHHHH Not happy! 2 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Lorina Wulf FILE REF : Ready Flowers.PDF	8/05/11 4:57 PM less 3 hours	8 May 2011	Ready Flowers Facebook Fan Page	<b>Lorina Wulf</b> NOT HAPPY READY FLOWERS..! HAD FLOWERS ORDERED FOR MOTHERS DAY TO TWO DAYS AGO AND WAS SUPPOSED TO BE DELIVERED YESTERDAY AND WASN'T! AND TO MAKE IT EVEN WORSE I HAD TO SIT ON THE PHONE FOR AN HOUR CUSTOMER SERVICE TRYING TO FIND OUT WHY?! Grrr Never again ! - one pissed off customer ! 3 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Sara Berg FILE REF : Ready Flowers3.PDF	8/05/11 7:48 PM less 27 minutes	8 May 2011	Ready Flowers Facebook Fan Page	<b>Sara Berg</b> Very dissappointed with ready flowers as they forgot to deliver my mums mothers day present and my stepmums flowers that were ordered for mothers day weren't even delivered today they were delivered yesterday ummmm today is mothers day very very disappointed!!!!!! 27 minutes ago via iPhone	DELETED FROM Ready Flowers Facebook Fan Page

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Scott Palmer FILE REF : Ready Flowers4.PDF	8/05/11 8:44 PM less 10 minutes	8 May 2011	Ready Flowers Facebook Fan Page	<b>Scott Palmer</b> The flowers did not turn up, no one answers the phone. service is really bad!!!!!!! 10 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Daveee Emphasis FILE REF : Ready Flowers5.PDF	9/05/11 5:20 PM less 46 minutes	9 May 2011	Ready Flowers Facebook Fan Page	<b>Davee Emphasis</b> Where has my order gone ? (order number 64-34081), it's now 2 days late....:( 46 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Kristie Amy- Renee Howe FILE REF : Ready Flowers6.PDF	9/05/11 5:52 PM less 12 minutes	9 May 2011	Ready Flowers Facebook Fan Page	<b>Kristie Amy-Renee Howe</b> I just want my step mum to get some mothers day flowers :( i cant afford to buy her a bunch of flowers from another florist while i wait for your company to refund my money, i ordered the flowers frday morning, on sunday (mothers day) you called me up at 2:30pm to say you couldnt deliever because you didnt have any flowers left and today you cant deliver it because there is no one delievering in the area, even though i have paid \$20 for delivery alone. My step sister committed suicide this year and all i wanted is for my mum to feel loved this mothers day. This has broken my heart. I am writting on facebook because i have spoken to people who have said they will call me back, but they havn't. and i have waited 40 minutes on the phone but no one from the company answers... i dont know what to do :( i dont want you to make it up to me... i want you to make it up to my mum... 12 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Russell Howe FILE REF : Ready Flowers7.PDF	9/05/11 8:52 PM less 1 hour	9 May 2011	Ready Flowers Facebook Fan Page	<b>Russell Howe</b> YOU ARE A MOB OF UNETHICAL PRICKS>>>>>>> you take my childrens money but never delivered the flowers as you said you would.....well itis almost tuesday and you F'en Ares still have not delivered them.....NOT IMPRESSED about an hour ago	DELETED FROM Ready Flowers Facebook Fan Page

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Cristina-Derek Harris  FILE REF : Ready Flowers8.PDF	10/05/11 9:05 AM less 42 minutes	10 May 2011	Ready Flowers Facebook Fan Page	<b>Cristina-Derek Harris</b> Worst Company EVER... I am currently deployed to Afghanistan and my wife and children are in the Philippines. On Mothers Day i ordered flowers for my wife to be DELIVERED!!!! Well guess what? She never got them. Not only did she not get them it took 3 emails and 48 hours just for Ready Flowers to confirm they werent delivered when i already knew that. So then they called my wife and asked her to drive over 2 hours away to pick them up!!!!!! That sounds pretty crappy if you ask me. After all this all they said is they will give me the \$15 back for the delivery but she still has to go pick them up. So i guess i just donated \$55 to a company with the worst customer service i have ever been affiliated with. Please people if you want to order flowers my suggestion is choose a different company to avoid scam artist like these people. 42 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Fritha Mercy  FILE REF : Ready Flowers8.PDF	10/05/11 9:05 AM less 48 minutes	10 May 2011	Ready Flowers Facebook Fan Page	<b>Fritha Mackay</b> I am really unhappy with Ready Flowers. I can't get hold of anyone on the phone or on email, and my Mother's day bouquet was not delivered yet they took my money!!!! Have now been on hold with the customer service line for 30 minutes!!!!!!!!!!!!!! 48 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Davee Emphasis  FILE REF : Ready Flowers9.PDF	11/05/11 10:54 AM an hour ago	11 May 2011	Ready Flowers Facebook Fan Page	<b>Davee Emphasis</b> Hello! Im starting to get really frustrated as to where da hell is my order (64-34081)? Ive been trying to phone da company and just left listening to this horrible music. Yes i mistakenly put my mom's name as both sender and recipient resulting in mismatch of name in card used in payment. If you were too concerned about the security of my card as what Auntie Iris told me, why not credit back da money into da card? You not guna deliver anyways...give me my money back! about an hour ago via iPhone	DELETED FROM Ready Flowers Facebook Fan Page
Arihanna Van Den Handel  FILE REF : Ready Flowers10.PDF	11/05/11 10:57 AM a minute ago	11 May 2011	Ready Flowers Facebook Fan Page	<b>Arihanna Van Den Handel</b> Ordered flowers Monday night and went to call up today to see where her order is for today and I cannot get through to the company . Left listening to horrible music !!!! about a minute ago via iPhone	DELETED FROM Ready Flowers Facebook Fan Page

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Scott Palmer FILE REF : Ready Flowers11.PDF	11/05/11 7:29 PM 4 hours ago	11 May 2011	Ready Flowers Facebook Fan Page	<b>Scott Palmer</b> It has been three days since I sent an e-mail wondering what happened to my order, still have not go an answer? Your service sucks! 4 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Arihanna Van Den Handel FILE REF : Ready Flowers11.PDF	11/05/11 7:29 PM 8 hours ago	11 May 2011	Ready Flowers Facebook Fan Page	<b>Arihanna Van Den Handel</b> Ordered flowers Monday night and went to call up today to see where her order is for today and I cannot get through to the company . Left listening to horrible music !!!! 8 hours ago via iPhone	DELETED FROM RF Facebook Fan Page
Bev Ford FILE REF : Ready Flowers11.PDF	11/05/11 7:29 PM 3 hours ago	11 May 2011	Ready Flowers Facebook Fan Page	<b>Bev Ford</b> I am furious that my Mother's day was ruined due to your lack of delivery to my Mum in a nursing home!!!!!!!!!!!!	DELETED FROM RF Facebook Fan Page
Peter Wilson FILE REF : Ready Flowers11.PDF	11/05/11 7:29 PM an hour ago	11 May 2011	Ready Flowers Facebook Fan Page	<b>Peter Watson</b> I live in the UK and ordered flowers,wine and champagne for my son and fiance in New Zealand with Ready Flowers on the 3rd of May they still have not arrived! Several emails I have sent asking about what is going on have been ignored.This has really spoilt what should be a happy occasion for our family.What a lousy service.I've opened a dispute with PayPal to get my money back. - about a hour ago	DELETED FROM Ready Flowers Facebook Fan Page
Kirsten Finlayson FILE REF : Ready Flowers12.PDF	13/05/11 6:59 AM 4 hours ago	13 May 2011	Ready Flowers Facebook Fan Page	<b>Kirsten Finlayson</b> This is the worst company I have done business with. I ordered a gift for my mother on April 25th, received written confirmation for May 6th Mother's Day delivery. It still has not arrived. Nobody contacted me to let me know there was a problem and I have now spent two days trying to find out what happened to the gift - they happily took the money out of my bank account but did not follow through. After being hold for some time, I finally discovered that the order never went through to the supplier but they can't refund me my money until a supervisor gets there and there is no guarantee I will receive it today. So, now I have to wait for my money to be returned then find another company to send a gift to my mother who missed out on receiving anything on Mother's Day because of the lack of competency, customer service and professionalism of this so called "business". I will never use them again and will ensure that the large global company I work for does not either. - 4 hours ago	DELETED FROM Ready Flowers Facebook Fan Page



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Jodie Thorne  FILE REF : Ready Flowers15.PDF	16/05/11 8:06 AM	16 MAY 2011	Ready Flowers Facebook Fan Page	<b>Jodie Thorne</b> same here. Ruined because of lack of delivery and no response from emails or phonecalls. Disgusting. May 12 at 12:48pm	DELETED FROM Ready Flowers Facebook Fan Page
Ivy Tsai  FILE REF : Ready Flowers18.PDF	24/05/11 4:17 PM 4 hours ago	24 May 2011	Ready Flowers Facebook Fan Page	<b>Ivy Tsai</b> Hi! I booked flowers for my mom on May 8th but until now she didn't recieve it. Money already drew. Pls provide me your contact number (Taiwan number is preferred) for discussion. Thx. 4 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Kate Burnby  FILE REF : Ready Flowers18.PDF	24/05/11 4:17 PM 9 hours ago	24 May 2011	Ready Flowers Facebook Fan Page	<b>Kate Burnby</b> Terrible service. Did not deliver special flowers for my sister-in-laws birthday despite them being ordered online the day before. So far have not been able to offer explanation. Have taken payment and not delivered. No email contact and no resolution for over 10 days. 9 hours ago <b>Ivy Tsai</b> Hi Kate, I encountered the same problem. My mom didn't receive flowers which cost me \$115. The solution they provide is (1) resend or (2) 10\$ refund.	DELETED FROM Ready Flowers Facebook Fan Page
Yvonne Gabatel  FILE REF : Ready Flowers18.PDF	27/05/11 10:20 AM 3hours ago	27 May 2011	Ready Flowers Facebook Fan Page	<b>Yvonne Gabatel</b> Hi to all, Please be "WARNED" this company is a face for third party deliveries. I recently ordered flowers through this company to go to family members funeral. I was so disappointed and disgusted to find out that quality and quantity was so poor that I complained. I rang then numerous times and emailed then..... I even gained a commitment from them (please see below) to rectify the problem. Yes you guessed it the family member receiving the flowers DID NOT receive anything at all..... 3 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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<p>Andy Thomas</p> <p>FILE REF : Ready Flowers 21.PDF &amp; Ready Flowers 22.pdf</p>	<p>30/05/11 8:18 PM 4 hours ago</p>	<p>30 May 2011</p>	<p>Ready Flowers Facebook Fan Page</p>	<p><b>Andy Thomas</b> I'm horrified with the result of my first experience of ordering online flowers through you. Id expect some differences with the flower arrangement but not totally different themed of what I chose in your catalogue. 4 hours ago <b>Andy Thomas</b> Ok, still not happy. I get asked to supply a photo of the flowers sent (which I'm about to just waiting on it sent via email) Then I get phone call by someone I could barely understand (accent). Also doesn't help I'm deaf which I mentioned ... See More May 31 at 5:21pm <b>Andy Thomas</b> Thank you Ready Flowers for resolving this ssue much appreciated. Im happy to use this service again in the near future :o) June 1 at 5:32pm · <b>Andy Thomas</b> Hi Julia, well seems I haven't got my refund yet either. They resent the correct flowers few days late which is as stated in their words, "complimentary" flowers. As for who to speak to... Firstly is was Auntie Iris whom ive heard nothing back from, then 2 different call centre people via emails and 2 phone calls one offering the a voucher then followed by email stating issue closed. Last caller told me Id get a refund, a voucher and the above mentioned "complimentary" flowers. Caller even asked me to either delete or change the FB [Facebook] comments. In a nutshell Julia, doesn't look like there is a solution at all to this.</p>	<p>DELETED FROM Ready Flowers Facebook Fan Page</p>
<p>Rowan Roadkill Sollars</p> <p>FILE REF : Ready Flowers 23.PDF</p>	<p>8/06/11 7:22 AM 11 hours ago</p>	<p>8 June 2011</p>	<p>Ready Flowers Facebook Fan Page</p>	<p><b>Rowan Roadkill Sollars</b> my faith in ready flowers as a business is quickly diminishing... my previous dealings were good, this one and the last one have been absolutely terrible... i am not sure if it is the local florist, but being a relay florist, one would assume that priority would be placed on customer satisfaction, so far the delivery is 2 days late with no reason... thumbs down Tom, choose your network more carefully or maybe i should choose my relay florist more carefully, but honestly, thankyou for looking after a return customer, it is very much appreciated to be treated like crap... 11 hours ago</p>	<p>DELETED FROM Ready Flowers Facebook Fan Page</p>
			<p>Ready Flowers Facebook Fan Page</p>		<p>DELETED FROM Ready Flowers Facebook Fan Page</p>
			<p>Ready Flowers</p>		<p>DELETED FROM</p>

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<p>Lyn Sharp</p> <p>FILE REF : Ready Flowers 25.PDF</p>	<p>17/06/11 8:07 PM</p>	<p>17 June 2011</p>	<p>Ready Flowers Facebook Fan Page</p>	<p><b>Lyn Sharp</b> s c a m m ... 2 minutes ago <b>Lyn Sharp</b> scammers 2 minutes ago <b>Lyn Sharp</b> SCAMMERS 2 minutes ago <b>Lyn Sharp</b> How dare you profit from peoples losses of human life literal scum bags of the earth 6 minutes ago <b>Lyn Sharp</b> I will make up a page alerting everyone to your scam 7 minutes ago <b>Lyn Sharp</b> I better get my money back or I will post this every day on my page and everyone elses 7 minutes ago <b>Lyn Sharp</b> deleted that SCAMMER ALERT pretty quick 8 minutes ago <b>Lyn Sharp</b> SCAMMERS&gt; Flowers NEVER arrive . No customer service. Plain bastards!!!! 13 minutes ago <b>Lyn Sharp</b> scamming jerks 6 minutes ago</p>	<p>DELETED FROM Ready Flowers Facebook Fan Page</p>
<p>Bernadette Vida</p> <p>FILE REF : Ready Flowers 25.PDF</p>	<p>June 12 at 9:03am</p>	<p>17 June 2011</p>	<p>Ready Flowers Facebook Fan Page</p>	<p><b>Bernadette Vida</b> I just ordered flowers for my friend in the philippines and she liked it. But they charged me twice on my credit card. I hope they credit me back June 12 at 9:03am</p>	<p>DELETED FROM Ready Flowers Facebook Fan Page</p>
			<p>Ready Flowers Facebook Fan Page</p>		<p>DELETED FROM Ready Flowers Facebook Fan Page</p>





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Eric Sinton FILE REF : Ready Flowers 28.PDF	21/06/11 7:33 PM an hour ago	21 June 2011	Ready Flowers Facebook Fan Page	<b>Eric Sinton</b> If this is the flower company I paid just under a \$100 for flowers be careful of this company they promise same day delivery and don't. They take your money and 5 days later won't reply to emails or send flowers. I got a call from Australia confirming the delivery address was in NZ then nothing. What a bunch of tossers. about an hour ago	DELETED FROM Ready Flowers Facebook Fan Page
Lauren Cole FILE REF : Ready Flowers 29.PDF	6/07/11 3:04 PM 3 hours ago	6 July 2011	Ready Flowers Facebook Fan Page	<b>Lauren Cole</b> Don't use ready flowers! They delivered flowers to my mum a day late on mothers day. After numerous attempts to call them I have been unable to obtain contact with any customer service reps! They are hopeless! 3 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Trish Coats FILE REF : Ready Flowers 30.PDF	10/07/11 8:11 AM 2 hours ago	10 July 2011	Ready Flowers Facebook Fan Page	<b>Trish Coates</b> Your flowers are disgusting, please reply to my emails, buyer beware!!! 2 hours ago <b>Trish Coates</b> I have just used your service for the first and last time. I cannot believe, what I got for my money, the flowers that were sent were not what I ordered, I want someone to go and pick them up and give me a refund. 2 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Ben Chui FILE REF : Ready Flowers 32.PDF	14/07/11 5:56 PM 4 hours ago	14 July 2011	Ready Flowers Facebook Fan Page	<b>Ben Chui</b> Complaint!!! My friend hasn't received the flowers and please reply my email! Order ID: 1000-160484 4 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Dean Morrison FILE REF : Ready Flowers 33.PDF	21/07/11 2:48 PM Minutes ago	21 July 2011	Ready Flowers Facebook Fan Page	<b>Dean Morrison</b> JUST GOT HUNG UP ON FROM CUSTOMER SERVICE 11 minutes ago <b>Dean Morrison</b> WOULD LIKE TO KNOW WHY GRACE FROM CUSTOMER SERVICE JUST HUNG UP ON ME ? I WAS ENQUIRING ABOUT A FULL REFUND AS THE FLOWERS I HAD ORDERED WERE SENT ON THE WRONG DAY AND WERE ROTTEN? 12 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page

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Win McMinn FILE REF : Ready Flowers 34.PDF	21/07/11 4:41 PM an hour ago	21 July 2011	Ready Flowers Facebook Fan Page	<b>Win McMinn</b> We recently ordered flowers from Ready Flowers for a family funeral. They never arrived even though they were ordered 3 days in advance. We were highly embarassed and our family distressed at this appalling lack of service. The advertising was deceptive and totally incorrect. When we requested a refund we were told it would take 5-10 working days! We would never use this site again and would advise others to avoid it also. about an hour ago	DELETED FROM Ready Flowers Facebook Fan Page
Lilith Adams FILE REF : Ready Flowers 35.PDF	25/07/11 12:59 PM 20 minutes ago	25 July 2011	Ready Flowers Facebook Fan Page	<b>Lilith Adams</b> Ready Flowers .. ready to rip people off.. 17 minutes ago <b>Lilith Adams</b> Hi .. Just wanted to know if you back your guarantee 100% on flowers that are sent.. It seems to me that you don't.. My friend has been treated disrespectfully from Ready flowers as you have not honored your guarantee.. 20 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Danielle Della-Libera FILE REF : Ready Flowers 36.PDF	3/08/11 8:32 AM an hour ago	3 August 2011	Ready Flowers Facebook Fan Page	<b>Danielle Della-Libera</b> Hi there, I made a complaint about my sick friends order on Sunday morning, and emailed again yesterday but I am yet to hear of your response. My friend received poor standard flowers, the wrong colored bear (which didn't look like the bear in the picture). The bunch was also significantly smaller than the picture for what it was worth \$100. Please respond ASAP. Regards, about an hour ago via Facebook Mobile	DELETED FROM Ready Flowers Facebook Fan Page
Danielle Della-Libera FILE REF : Ready Flowers 37.PDF	9/08/11 5:07 PM 3 hours ago	9 August 2011	Ready Flowers Facebook Fan Page	<b>Danielle Della-Libera</b> I'd like to draw your attention to my comment dated 3rd August at 7:10am. I am yet to hear from Ready Flowers regarding my order. Please respond asap. Regards. 3 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Natalie Cole FILE REF : Ready Flowers 38.PDF	17/08/11 7:32 AM 17 hours ago	17 August 2011	Ready Flowers Facebook Fan Page	<b>Natalie Cole</b> It sucks to have to like this page in order to comment on your FB as I would hate to mislead any of my friends on FB that I actually like your company. It is with great frustration that I have to "like" your fan page to complain about the lack of customer service and customer satisfaction I have experienced. I ordered flowers on your www & had requested these 2 b delivered same day 2 find out they had not been delivered same day as promised. In addition 2 being let down by your promise I had to wait on the phone for 30min each time (I phoned 3 times!). So was I not only promised the flowers would be delivered "same day" & hold times of 30 min I also was advised I would receive a phone call back by 2 of your staff members (1 was already advised I was promised this would happen and didnt receive the call back) and did not receive a phone call back from either Customer Service consultant. 17 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Billy Tan FILE REF : Ready Flowers 38.PDF	17/08/11 7:32 AM 17 hours ago	17 August 2011	Ready Flowers Facebook Fan Page	<b>Billy Tan</b> Please kindly confirm have u sent out the flower as the detail indicated in the order form. if not PLEASE kindly disregard and refund the money as my friend didn't seem to get the flower and the funeral is now finished. :( please kindly feedback, the reference is 1001-226603 17 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Rose Wainright FILE REF : Ready Flowers 40.PDF	30/08/11 9:36 PM 3 hours ago	30 August 2011	Ready Flowers Facebook Fan Page	<b>Rose Wainwright</b> What you see is not what you get from Ready Flowers. This does not resemble anything like the picture not description posted on their website for Elegant Ivory. I spoke to a consultant on Friday whom promised he would contact my husband the account holder on Monday regarding the dissatisfaction and we are still waiting. Such a shame Ready Flowers that you are willing to take our money so quickly but not so prompt in resolving problems!!!!!!! 3 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Joanne Swaw FILE REF : Ready Flowers 41.PDF	3/09/11 7:38 AM 10 to 12 hours ago	3 September 2011	Ready Flowers Facebook Fan Page	<b>Joanne Shaw</b> wouldnt buy from ready flowers again 12 hours ago <b>Wendy Lucas</b> Why not Joanne 11 hours ago <b>Joanne Shaw</b> 1. they didnt deliver on the day..ordered for monday they del on tuesday . flowers nothing like i ordered they looked like road side brought 10 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Cassy Jade Velinos  FILE REF : Ready Flowers 42.PDF	9/09/11 2:48 PM 2 hours ago	9 September 2011	Ready Flowers Facebook Fan Page	<b>Cassy Jade Velinos</b> I paid for a delivery to occur yesterday and it did not. After waiting on the phone for over half an hour with no answer, I sent an email to customer service but have still not received a reply. I am greatly disappointed in Ready Flowers as this is the first incident I have been let down but unfortunately it was also a very important occassion. The delivery was very important and it was very important that it occurred yesterday - it seems as though it is not even being delivered today. Can someone please let me know what I can do about this or explain why I still have not been contacted? I am upset that I have not even been given a response let alone an offer of a refund at the least. Regards. 2 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Samantha Cooper  FILE REF : Ready Flowers 43.PDF	21/09/11 9:25 AM 29 minutes ago	21 September 2011	Ready Flowers Facebook Fan Page	<b>Samantha Cooper</b> These are the wilted horrible look flowers I actually recieved. Looks nothing like the image online and Im sorry but this is absolutely horrible quality. These flowers were purchased for my husbands Grandmother who has just lost her husband. Would you give these to a loved one or anyone in fact???? 26 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Angel Dark  FILE REF : Ready Flowers 44.PDF	26/09/11 6:52 AM 19 hours ago	26 September 2011	Ready Flowers Facebook Fan Page	<b>Angel Dark</b> READY FLOWERS DO NOT HONOR THEIR GUARANTEE .. THEY RIP PEOPLE OFF AND CONSUMERS DO NOT GET WHAT THEY ORDER.. READY FLOWERS READY TO RIP YOU OFF.. 19 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Tina Azzopardi  FILE REF : Ready Flowers 44.PDF	26/09/11 6:52 AM 19 hours ago	26 September 2011	Ready Flowers Facebook Fan Page	<b>Tina Azzopardi</b> Wasn't really impressed with the flowers we ordered they had less flowers than the pic and looked a lil worse for wear (browning on the flowers) not really worth the price I paid :(( 20 hours ago	DELETED FROM Ready Flowers Facebook Fan Page


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Chris Montgomery  FILE REF : Ready Flowers 45.PDF	29/09/11 7:35 PM 2 hours ago	29 September 2011	Ready Flowers Facebook Fan Page	<b>Chris Montgomery</b> Ordered flowers from the U.S to the Philippines and they never showed up. I wouldn't consider this to be worry free shopping. Made me look like an idiot when her gift never showed up! 2 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Graham Hills  FILE REF : Ready Flowers 46.PDF	5/10/11 7:26 AM 6 hours ago	5 October 2011	Ready Flowers Facebook Fan Page	<b>Graham Hills</b> Hello, is anyone answering your customer service email address? I'm waiting for a reply since 18 September... 6 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Brett Douglas  FILE REF : Ready Flowers 48.PDF	6/10/11 6:56 AM 9 hours ago	6 October 2011	Ready Flowers Facebook Fan Page	<b>Brett Douglas</b> After repeated attempts to contact ready flowers I was placed on hold for an extended periods of time each time. I received no apology, other than to say our phones were down. Anyway the flowers were delivered on time, this wasn't after one of the operators told me I should call the intended receiver of gifts to wait at the office...I said it supposed to be a surprise...She said that makes sense..? A dozen long stemmed roses tiny and ill packaged in a thin box seemingly designed for one rose. There were thorns on the roses and you could barely see the roses from the leaves. Terrible phones, terrible manners, terrible roses and poor service on a special day for in excess of \$120. Order number 1000161440. I was told they would contact the provider with no apology. I wait in earnest for some degree of care by Ready Flowers. The idea of roses is there perfection. 9 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Anne Dunn  FILE REF : Ready Flowers 49.PDF	8/10/11 6:47 AM 52 minutes ago	8 October 2011	Ready Flowers Facebook Fan Page	<b>Anne Dunn</b> THAT DIDNT TAKE LONG TO TAKE OFF YOU ARE A RIP OFF 52 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page

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Jeff Smith FILE REF : Ready Flowers 50.PDF	24/10/11 6:22 AM 13 & 19 hours ago	24 October 2011	Ready Flowers Facebook Fan Page	<b>Jeff Smith</b> Very poor service from this company Ready Flowers. 13 hours ago <b>Jeff Smith</b> Unfortunately in my experience your service fails to live up to your advertising. 19 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Toufic Khalil FILE REF : Ready Flowers 51.PDF	27/10/11 6:19 AM 8 hours ago	27 October 2011	Ready Flowers Facebook Fan Page	<b>Toufic Khalil</b> my phone number is 07424242832 i need a solution or a compensation or anyone explains that its not my mistake the site is rubbish 8 hours ago <b>Toufic Khalil</b> i have a problem with readyflowers as its not the first time i send roses to my wife and the send it the wrong date not the first time why is it on porpose i thought that it will happen once but now 2 days earlier sending the roses its not acceptable and i have been calling on their free number 08006800665 but kept me on hold for a long time waiting for an explanation but no answer from them i have been trying for the last 2 days now how am i going to fix it with my wife and the birthday is expected to be tommorow and we live far away from each others and it has created bigger problems how to fix it as she said that i didnt remember her date of birth 8 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Tracy Kelly FILE REF : Ready Flowers 52.PDF	31/10/11 7:14 PM 5 hours ago	31 October 2011	Ready Flowers Facebook Fan Page	<b>Tracey Kelly</b> I was not happy with the flowers I brought my mother for her birthday not happy grrrrrwill not be buying of you again not good at all 5 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Louise Grech FILE REF : Ready Flowers 53.PDF	2/11/11 6:45 AM 10 hours ago	2 November 2011	Ready Flowers Facebook Fan Page	<b>Louise Grech</b> i recently sent you an email complaining about the flowers i got sent to my mum for her birthday on the 31st of october. i provided a picture within the 24 hour time period stated on your website and i STILL have no reply. if you wish to keep customers good customer service would be a great start. if i don't get a reply (preferably with either a refund or a new bunch of FRESH flowers that actually look like the picture provided) i will not buy from you again and definately NOT recommend you to any iknow! 10 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

IDENTITY OF PERSON SENDING COMPLAINT	DATE / TIME OF COMPLAINT	FILE DATE COMPLAINT ARCHIVED	DESTINATION OF THE COMPLAINT	THE CONSUMER COMPLAINTS	RESULT
Bankz Smart FILE REF : Ready Flowers 57.PDF	7/11/11 6:57 AM 14 hours ago	7 November 2011	Ready Flowers Facebook Fan Page	<b>Bankz Smart</b> very disappointed on your service, no email reply , cancelled order , no used redeem point back from cancelled shipment. This is not my first order with you. If after service is so bad and no one answer the email then dont post in your website for customer service. My order is 1000-161650 go back and track in your system , it's scandalous. uptill now the money still not refund to my account yet while shipment is cancelled since 2 Nov. pls reply 14 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Irene Boshier FILE REF : Ready Flowers 57.PDF	7/11/11 6:57 AM 20 hours ago	7 November 2011	Ready Flowers Facebook Fan Page	<b>Irene Boshier</b> I'm so pissed off at ready flowers, you guys did not deliver my flowers to my best friend, did not refund my \$70, or did not compensate! If u were hear right now I would sooo punch your face, if u dont respond to my phone calls or email I'll be calling the "the commission of fair trading" and close your business down! U piece of crap shop!! 20 hours ago via mobile	DELETED FROM Ready Flowers Facebook Fan Page
Rex Lai FILE REF : Ready Flowers 58.PDF	9/11/11 9:05 AM 9 hours ago	9 November 2011	Ready Flowers Facebook Fan Page	<b>Rex Lai</b> I have ordered flowers to Hong Kong on 31/10/2011 but it still has not been delivered, I tried to call the contact numbers but all of them are saying "office is closed" 9 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Malvina Polizzi FILE REF : Ready Flowers 59.PDF	10/11/11 9:10 PM 14 Hours ago	10 November 2011	Ready Flowers Facebook Fan Page	<b>Malvina Polizzi</b> I want my money back because you didnt deliver my order 64 41413!!! 14 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Olga Borch FILE REF : Ready Flowers 60.PDF	11/11/11 7:09 PM 11 hours ago	11 November 2011	Ready Flowers Facebook Fan Page	<b>Olga Borch</b> Like you? There should be a dislike button. I am completely appalled by your service. I have not seen my mother in over 2 years and it was her 50th Birthday recently. I ordered flowers from you while in Canada and a helium balloon. Not only was the balloon NOT delivered, you gave me 10 roses instead of 12. When i called and complained, i was put on hold for 20 minutes. You never resolved my issue and then hung up after you came back. I will never use this company again, or ever recommend you. 11 hours ago	DELETED FROM Ready Flowers Facebook Fan Page



IDENTITY OF PERSON SENDING COMPLAINT	DATE / TIME OF COMPLAINT	FILE DATE COMPLAINT ARCHIVED	DESTINATION OF THE COMPLAINT	THE CONSUMER COMPLAINTS	RESULT
Zoe Wilks FILE REF : Ready Flowers 61.PDF	16/11/11 6:37 AM 9 hours ago	16 November 2011	Ready Flowers Facebook Fan Page	<b>Zoe Wilks</b> hi i ordered some flowers to be delivered today and they never arrived. tried calling your phone with no answer, sent emails, no answer. order no 1001-243698. please contact me to resolve this as i am not happy with the service i am receiving 9 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Stephanie Jennings FILE REF : Ready Flowers 62.PDF	16/11/11 8:15 AM hour ago	16 November 2011	Ready Flowers Facebook Fan Page	<b>Stephanie Jennings</b> This unfortunatley has to be said. I am a florist who accepts Ready flowers orders. While I take extra care in delivering their orders on time EVERYTIME, adding stems to make it look something like the value the customer has paid for as I have a conscience. I have not been paid for months now. I have tried to contact my account manager but she is never "at her desk" when I call. She no longer answers my emails and we have been told to be patient. I am no longer patient and will not deliver any more orders until we get paid for September and October. about an hour ago	DELETED FROM Ready Flowers Facebook Fan Page
Holley Mccormack FILE REF : Ready Flowers 63.PDF	17/11/11 6:29 AM 10 hours ago	17 November 2011	Ready Flowers Facebook Fan Page	<b>Holley Mccormack</b> Hi, i broght flowers off you guys 2 days ago that still havnt been delivered in NZ. i booked these with you as you offered a same day service if booking before 1pm (nz time). I placed the order at 4.30am (nz time) and that still somehow hasnt meet the guideline. i have emailed you twice i have called you 4 times and not been able to get through to a person. these flowers are sooooo important as my friends mum has passed away and i am in the UK and cant be there. would be nice if someone could sort it out and get it sorted!!!! Order ID: 64-41955 10 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Nicki Brew FILE REF : Ready Flowers 64.PDF	17/11/11 7:57 PM 9 hours ago	17 November 2011	Ready Flowers Facebook Fan Page	<b>Nicki Brew</b> I have had trouble with this company to Holley!!! I am in Japan and got flowers sent in NZ...they weren't delivered at all and that was 2 weeks ago....I have been trying to ring the customer help line and no one is answering!!!! Very un professional!!!! It is very frustrating when you are overseas and spending MORE money trying to contact these people!!! Also my numerous amount of emails have not been answered!!! Hope you get yours sorted. Ready flowers, how can I get in contact with someone re my order? Would appreciate some correspondence!!! ASAP! 9 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Amy Reading FILE REF : Ready Flowers 65.PDF	19/11/11 6:00 AM 21 hours ago	19 November 2011	Ready Flowers Facebook Fan Page	<b>Amy Reading</b> This service is terrible - I have received flowers where I have not been able to understand the card, due to terrible hand writing, the orders were mixed up. It is such a lovely gesture to receive flowers and it is not fair that international companies are taking advantage of others kindness. 21 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
FILE REF : Ready Flowers 66.PDF	20/11/11 7:18 AM 3 hours ago	20 November 2011	Ready Flowers Facebook Fan Page	 hi there i just want to ask my order delivery to taiwan why until now my husband didnt recieved any flower pls anwer me back as soon as possible thank u. order no. 1001-243946 thanks 3 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Todd de Largie FILE REF : Ready Flowers 66.PDF	20/11/11 7:18 AM 11 hours ago	20 November 2011	Ready Flowers Facebook Fan Page	<b>Todd de Largie</b> Hey I would just like to say thanks for letting me down today, so much for same day delivery service, and you waited til the end of the day to notify me so I couldn't do anything about it. 11 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Cara Helen MacKinnon FILE REF : Ready Flowers 67.PDF	22/11/11 6:19 AM 18 hours ago	22 November 2011	Ready Flowers Facebook Fan Page	<b>Cara Helen MacKinnon</b> I ordered flower nearly a month ago to be delivered to my friend in New Zealand and they weren't delivered the day that was agreed and now I find out it wasn't delivered at all. What a great way to run your business!!! 18 hours ago <b>Cara Helen MacKinnon</b> I didn't order in advance the order was supposed to be delivered a month ago and the week it happened I complained and I had a call saying it would be delivered by the end of that week and I would receive an email with a voucher for 20% off but I spoke to my friend today to find it had never been delivered I just want my money back it is a waste of time now I will probably be able to go to New Zealand and buy her flowers next month faster then you will ever send them. 17 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Roslyn Minnikin FILE REF : Ready Flowers 68.PDF	23/11/11 6:33 AM 17 hours ago	23 November 2011	Ready Flowers Facebook Fan Page	<b>Roslyn Minnikin</b> Have now been waiting on your automated phone service for a total of 25 minutes (3 separate calls) - tried both new orders and existing orders. Second time I called, the phone cut out whilst I was waiting.....waiting....waiting! Still here waiting to talk to someone because you can't complete my online order! Whilst they have attempted to call, it has been whilst I was in meetings and so I was unable to take the call. 17 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Noelia Araya FILE REF : Ready Flowers 69.PDF	24/11/11 8:08 PM 4 hours ago	24 November 2011	Ready Flowers Facebook Fan Page	<b>Noelia Araya</b> I have been trying all day to speak to someone regarding and order that has not yet been delivered. Is there an issue with your telephone system? 4 hours ago via mobile	DELETED FROM Ready Flowers Facebook Fan Page
Amy Battishall FILE REF : Ready Flowers 70.PDF	25/11/11 6:09 PM hour ago	25 November 2011	Ready Flowers Facebook Fan Page	<b>Amy Battishall</b> I wonder how many people use your service more than once? I've had a horrible experience with your service relating to late deliveries and lack of customer service. I only wish I'd seen all this negative feedback before I orderef flowers through you! about an hour ago via Facebook for BlackBerry@smartphones	DELETED FROM Ready Flowers Facebook Fan Page
Carol Fogg FILE REF : Ready Flowers 71.PDF	28/11/11 6:56 AM	28 November 2011	Ready Flowers Facebook Fan Page	<b>Carol Fogg</b> I have been unimpressed with Ready Flowers. I needed to contact them about my order and spent 30 minutes waiting on the phone to speak to someone with no luck and they have not had the courtesy to reply to my emails. I now anxiously await to see if my flowers will arrive as requested. WILL NOT be using them again. 9 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Hu Go FILE REF : Ready Flowers 72.PDF	7/12/11 5:38 AM 3 hours ago	7 December 2011	Ready Flowers Facebook Fan Page	<b>Hu Go &gt; Ready Flowers</b> AU\$249.5 !!!!!!!!!!!!! U KIDDING ME!!! Cost me AU\$249 for the very ugly wedding flower !!!!!! I will not buy anything from here ! 3 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Liston Williams FILE REF : Ready Flowers 73.PDF	14/12/11 6:27 PM 3 hours ago	14 December 2011	Ready Flowers Facebook Fan Page	<b>Liston Williams</b> I ordered the 'magnitude' flowers \$113.00 to be sent to my Aunty's who passed away. I have just seen the flowers delivered and they were small and crappy. Very disappointed. I contacted ReadyFlowers... NO REPLY. I am now telling the world not to use them. Warning: DONT USE READYFLOWERS.COM 3 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Sam Hallett FILE REF : Ready Flowers 73.PDF	14/12/11 6:27 PM 6 hours ago	14 December 2011	Ready Flowers Facebook Fan Page	<b>Sam Hallett</b> I have tried calling Ready flowers twice with regards to my order, and after being on hold for more than 10 minutes each time, I still haven't been able to talk to anyone! Is there another way i can speak to someone? 6 hours ago · Sam Hallett Still on hold! 6 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Travis Hamblyn  FILE REF : Ready Flowers 74.PDF	18/12/11 6:22 AM 11 hours ago	18 December 2011	Ready Flowers Facebook Fan Page	<b>Travis Hamblyn</b> very pissed off no flowers for my wife today and noone answering the hotline did everything right not impressed at all!!!!!!!!!!!!!!!!!!!!!!!!!!!! 11 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Jacqueline Weymes  FILE REF : Ready Flowers 75.PDF	23/12/11 4:54 PM 21 minutes ago	23 December 2011	Ready Flowers Facebook Fan Page	<b>Jacqueline Weymes</b> I am really disappointed with the service of this company. I was on hold for over 40mins and the music was so bad i had to hang up. My delivery never reached its destination and i was never sent a receipt - but you were happy to take my money. I will never use Ready Flowers again. 21 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Dustin Frost  FILE REF : Ready Flowers 76.PDF	25/12/11 7:36 AM 3 hours ago	25 December 2011	Ready Flowers Facebook Fan Page	<b>Dustin Frost</b> I placed an order with you guys over a week ago and no contact to me. No reply to email, tried to call but put on wait for over an hour. Put my order number in the web site and it told me, my order is in transit or delivered. I ordered an \$80 perfume for my wife's Christmas present. You aren't the one looking at my wife when her present doesn't come. PLEASE HELP ME!!!!!!!!!! 3 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Michael Slattery  FILE REF : Ready Flowers 76.PDF	25/12/11 7:36 AM 13 hours ago	25 December 2011	Ready Flowers Facebook Fan Page	<b>Michael Slattery</b> Ordered flowers for today, never arrived!!!! No phone call, nothing!They said they can get them there in 5 days. If I wanted them there in 5 days I would of ordered them for 5 fucking days. Piece of shit company and will strongly recommend NO ONE USE THEM!!!!!!!!!!!!!! 13 hours ago via mobile	DELETED FROM Ready Flowers Facebook Fan Page
Wendy Niven  FILE REF : Ready Flowers 76.PDF	25/12/11 7:36 AM 22 hours ago	25 December 2011	Ready Flowers Facebook Fan Page	<b>Wendy Niven</b> Ordered flowers for a sick friend on wednesday - 5 days later still no delivery!!! Not recommened at all, they promised delivery after 3 days when I rang and still nothing. 22 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Michelle Rainey  FILE REF : Ready Flowers 77.PDF	26/12/11 8:17 PM 12 hours ago	26 December 2011	Ready Flowers Facebook Fan Page	<b>Michelle Rainey</b> ordered flowers for delivery on christmas eve in rockhampton not delivered, not happy, please contact me. order number Order ID: 1001-252443. 12 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Gurjinder Johal  FILE REF : Ready Flowers 78.PDF	28/12/11 6:48 AM 4 & 21 hours ago	28 December 2011	Ready Flowers Facebook Fan Page	<b>Gurjinder Johal</b> Never have experienced such poor customer service. Call center is closed, No indication of when it will reopen. No hours of operation either. Overall the worst experience I have ever had. This company has ruined a once in a lifetime opportunity for myself and the party receiving the flowers. 4 hours ago <b>Gurjinder Johal</b> I ordered flowers to be delivered for Dec 26th, they were not delivered but I was still charged. My order was placed two weeks ago. 21 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Eve Ross  FILE REF : Ready Flowers 80.PDF	30/12/11 6:26 AM 12 hours ago	30 December 2011	Ready Flowers Facebook Fan Page	<b>Eve Ross</b> I have now sent SIX emails and made numerous phone calls to you. Last week I ordered flowers that were never sent and I WANT MY MONEY BACK. My order number is 1001-251711. If I do not receive a response by tomorrow afternoon I am going to call the Department of Fair Trading, I am sick of wasting MY time trying to get MY money back. 12 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Andrew Banoub  FILE REF : Ready Flowers 81.PDF	7/01/12 6:50 AM 4 hours ago	7 January 2011	Ready Flowers Facebook Fan Page	<b>Andrew Banoub</b> To Whom It May Concern, On the 16th of December I had placed a order and now I'm writing to you with complete dissatisfaction of the fact that the order has not been received on the other end, I called the customer service 1 week ago and the gentleman was supposed to call me back but unfortunately did not and I have been waiting for someone to contact me and no one has despite the fact that I was on hold for over 20 minutes as well as that was calling from Dubai, U.A.E... So now I'm writing with total dissatisfaction as the order that I have paid for was for a Birthday gift and until now she has not received it!! This is very sad as the Birthday girl means a lot to me and I had told her that I would be sending something small so I made sure that there would be someone on the other end to receive it and when she had told me nothing came through till now I was shocked!!! Coming from such a large organisation I would expect better customer service than this as I put my trust in Ready Flowers with no hesitation after reading other customers remarks... and this is what happens? Can some one please call me. Best regards, Andrew +971508491488 4 hour ago	DELETED FROM Ready Flowers Facebook Fan Page

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Kirsty Lovell FILE REF : Ready Flowers 82.PDF	9/01/12 1:22 PM an hour ago	9 January 2012	Ready Flowers Facebook Fan Page	<b>Kirsty Lovell</b> Used your New Zealand outfit to send something to a very sick baby and her family in Starship hospital for xmas only to find out over two weeks later you took our money but never delivered. Thanks Ready Flowers. about an hour ago	DELETED FROM Ready Flowers Facebook Fan Page
Val Foster FILE REF : Ready Flowers 83.PDF	19/01/12 3:40 PM 32 minutes ago	19 January 2012	Ready Flowers Facebook Fan Page	<b>Val Foster</b> Please tell me what happened to the flowers I ordered at Christmas - two emails and four phone calls and still no response from you !!!!! 32 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Rebecca Williams FILE REF : Ready Flowers 84.PDF	20/01/12 6:34 AM 9 Hours ago	20 January 2012	Ready Flowers Facebook Fan Page	<b>Rebecca Williams</b> Don't use these people, I ordered flowers from them for delivery and they claimed not to be able to deliver and that they rang her - which they did not! Now they say they will refund but I'm still waiting..... 9 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Samster Sidhu FILE REF : Ready Flowers 86.PDF	23/01/12 3:15 PM 4 hours ago	23 January 2012	Ready Flowers Facebook Fan Page	<b>Samster Sidhu</b> SCAMMERS I will post every single Internet forum and website to tell the world how you robbed my money. 4 hours ago <b>Samster Sidhu</b> Scamming idiots, I hope karma hits you back hard really hard because it will. I ordered stuff from these twats delivery did not come. Called numerous times and was told goods not in stock they would refund me. They keep making excuses and gave me a fake refund tracking number, I'm reportin you chineses pricks to trading standards and consumer rights to stop your website trading in the uk. 4 hours ago <b>Samster Sidhu</b> SCAMMERS I will post every single Internet forum and website to tell the world how you robbed my money. 4 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Mark Adam Stewart  FILE REF : Ready Flowers 87.PDF	24/01/12 11:23 AM 43 minutes ago	24 January 2012	Ready Flowers Facebook Fan Page	<b>Mark Adam Stewart</b> My partner received her flowres and they were droopy, heat stricken, and basically leafless, and when i tried to contact sutomer service I had 2 email responses and that was it. This has been going on for 3 months now and im still to see any refund or anything, my purchase was made on 12/12/2011 it is now 24/01/2012 and i am still to receive any form of refund. I would never use ready flowers. By far the worst customer service of any company i have ever dealt with 43 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Mark Sutton  FILE REF : Ready Flowers 88.PDF	3/02/12 7:00 AM 14 hours ago	3 February 2012	Ready Flowers Facebook Fan Page	<b>Mark Sutton</b> Ordered flowers from you people - was originally quoted \$14.95 for delivery & then was charged \$46.95. Was promised a refund that never came. What a FAIL. Will be telling my network about this. Order ID: 1001-247583 14 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Kate Secombe  FILE REF : Ready Flowers 88.PDF	3/02/12 7:00 AM 18 hours ago	3 February 2012	Ready Flowers Facebook Fan Page	<b>Kate Secombe</b> I ordered flowers from this company and they arrived 3 weeks and 1 day late, despite my asking for a refund 3 weeks prior (because they did not turn up the day I requested). I am very disappointed in the customer service who continue to ignore me, and tell me they will "call back" but don't. Terrible service attendants who lie to you. 18 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Kristin Dunne-Powell  FILE REF : Ready Flowers 89.PDF	6/02/12 7:08 PM an hour ago	6 February 2012	Ready Flowers Facebook Fan Page	<b>Kristin Dunne-Powell</b> I am absolutely appalled by Ready Flowers service. Not realising you were based offshore I ordered flowers/ chocolates for the anniversary of a young woman's death. They were not delivered and I received a call the next day to say it would be 4 - 5 more days before they were. I was asked whether I wanted to cancel the order and receive a refund or proceed with the delivery. Given it was an anniversary - it was only appropriate they were delivered that specific day. So I agreed to cancelling the order and a refund. I was very embarrassed as my dear friends did not receive any acknowledgement from me for their daughters passing. I have since rung Ready Flowers 5 - 6 times to see where the refund was. I have been given a different story each time I have rung. Now today I have rung to find that the refund was refused and the gift is being delivered today - some 3-4 weeks after the event. So now, what should have been a nice token on avery say day, will just be a late reminder of the anniversary and will cause upset. You cannot tell me for sure whether they have or have not been delivered and I cannot speak to someone senior to sort this out. Further more I have been promised three times today that I will be called back and that remains to be seen. I will never use Ready Flowers again and will be telling everyone I know about this experience. about an hour ago	DELETED FROM Ready Flowers Facebook Fan Page

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Julie Manoel FILE REF : Ready Flowers 90.PDF	11/02/12 6:44 AM 9 hours ago	11 February 2012	Ready Flowers Facebook Fan Page	<b>Julie Manoel</b> I ordered flowers from ready flowers over 2 weeks ago, they weren't delivered, no explanation given. It's taken me 2 weeks just to get to speak to someone at ready flowers and I am still waiting for a refund. I will never ever order from them ever again. Their head office has moved from Australia to the Philippines. 9 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Lyn Sharpe FILE REF : Ready Flowers 92.PDF	16/02/12 11:41 AM	16 February 2012	Ready Flowers Facebook Fan Page	<b>Lyn Sharp</b> commented on Ready Flowers's status: "***** WARNING>>>> SCAMMERS> DONT BUY FROM READY FLOWERS!!!!!!" <b>Lyn Sharp</b> commented on Ready Flowers's status: "SCAMMERS STEAL UR MONEY AND DONT DELVIER" <b>Lyn Sharp</b> commented on Ready Flowers's photo: "THESE GUYS ARE SCSAMMERS" <b>Lyn Sharp</b> commented on Ready Flowers's status: "THEY ARE SCAMMERS" <b>Lyn Sharp</b> commented on Ready Flowers's status: "maSSive scammers.. Assholes" <b>Lyn Sharp</b> commented on Ready Flowers's photo: "SCAMMERS.. they take ur money and dont deliver.. GOOGLE THEM"	DELETED FROM Ready Flowers Facebook Fan Page
Søren Juel Jensen FILE REF : Ready Flowers 93.PDF	16/02/12 11:53 AM 8 minutes ago	16 February 2012	Ready Flowers Facebook Fan Page	<b>Søren Juel Jensen</b> Your company is making fun of your customers. I tried everything you ofer to get in contact with you, but still han'nt heard anything. I sit back with a bitter wife she hav'nt talked to me for 2 days since you could't deliver my order. just refund my money and remove me from your custmor list I will never give your a order again. I will now have to do a legal action so I can get my money back. ALL I CAN SAY IS:. ALL cOMMING CUSTOMER'S STAY AWAY FROM READY FLOWERS: 8 minutes ago <b>Søren Juel Jensen</b> My tracking # is by the way 1001-261982, But what can that help you dont respond anyway.	DELETED FROM Ready Flowers Facebook Fan Page
Kevin Edwards FILE REF : Ready Flowers 93.PDF	16/02/12 11:53 AM 21 hours ago	16 February 2012	Ready Flowers Facebook Fan Page	<b>Kevin Edwards Order 1001-265889:</b> I am not completing a survey which requests permission to, amongst other things, post to my profile. 1) Ordered under your website's assertion that they would be delivered yesterday. 2) Given a tracking status of "Delivered or in transit" at 9am today. 3) Receptient has still not received them. Whilst I appreciate the day is the busiest for florists, when I pay \$200 for a service, I expect exactly that - service. Please advise when delivery of the above order will occur. If my partner receives similarly poor product, I will be undertaking steps to be compensated accordingly. 21 hours ago	DELETED FROM Ready Flowers Facebook Fan Page



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Michael Cowham  FILE REF : Ready Flowers 96.PDF	19/02/12 6:50 AM	19 February 2012	Ready Flowers Facebook Fan Page	<b>Michael Cowham</b> Ready Flowers suck wot a joke of a company still have no flowers and no answer order number 1001-264156 sent 15 emails there is no point of ring as there is no one on the other end but a fing machine February 15 at 3:01pm (repeated)	DELETED FROM Ready Flowers Facebook Fan Page
Brendon Prior  FILE REF : Ready Flowers 96.PDF	19/02/12 6:50 AM	19 February 2012	Ready Flowers Facebook Fan Page	<b>Brendon Prior</b> Sent 3 emails with no reply, No answer on phone, Order number 1000-164224. Still no flowers recieved. You're a disgrace! February 15 at 3:56pm (repeated)	DELETED FROM Ready Flowers Facebook Fan Page
Sami 'n' Amna Kassas  FILE REF : Ready Flowers 96.PDF	19/02/12 6:50 AM	19 February 2012	Ready Flowers Facebook Fan Page	<b>Sami 'n' Amna Kassas</b> I have nothing else to say other than emphasise on how shocked i am by the delay of your service. I placed my order to be sent to my wife in australia a week before the 14th of feb. this is the order number 1001-25919. I have called and sent emails and have not heard anything from you. I want an explanation and my money back! The valentine gift was ruined and theres no use for it to be sent anymore. Send my money back which was a large sum of \$385 or you have left me with no other choice but to take legal action February 15 at 4:02pm (repeated)	DELETED FROM Ready Flowers Facebook Fan Page
Loida Roth  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 12:00pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Loida Roth</b> Where is my husband's order? been trying to call the number you've posted on your website but it was just a record voice. I'm so disappointed because he ordered for valentines day but until now you haven't delivered the flowers yet!! better refund him!! I emailed you too but no reply until now. February 16 at 12:00pm	DELETED FROM Ready Flowers Facebook Fan Page
Loida Roth  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 12:24pm	22 February 2012		<b>Loida Roth</b> I don't need the flowers anymore! Valentines day is over. You didn't follow what you have posted on your website that you will deliver the flowers on time. All i want now is the refund. order number 1001-636082. February 16 at 12:24pm	
Darryl Birch  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 1:39pm	22 February 2012		<b>Darryl Birch</b> Please help. Have sent email to you can't find enquiry form doesn't work. Order number 1001 262791. It says it has been in transit or delivered as of yesterday Wednesday 15th feb at 12:26pm. Now it hasn't been delivered and I don't believe the driver will still be driving since midday yesterday help please February 16 at 1:39pm	

IDENTITY OF PERSON SENDING COMPLAINT	DATE / TIME OF COMPLAINT	FILE DATE COMPLAINT ARCHIVED	DESTINATION OF THE COMPLAINT	THE CONSUMER COMPLAINTS	RESULT
Michelle-Lee Crook  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 1:59pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Michelle-Lee Crook Hello.</b> On Valentines day, my partner asked me when i got home from work, if i had recieved any deliveries. I told him i hadnt and asked why. He had ordered for me 12 roses to recieve on valentines day from Ready Flowers. Ready flowers has already taken the money out of his account, but have not delivered any flowers. My partner is an absolutely wonderful man and tried to do the right thing. 12 roses isnt the cheapest thing going around at the moment, especially on a day like valentines days. My partner has tried the phone numbers on the website which don't seem to work and he has also emailed asking why there was no delivery, but the money was taken out of his account. It would be decent if someone could contact him to explain what happened. I would like to see his purchase re-funded as he does not deserve to get screwed over for trying to do something sweet. [Ticket#2012021510010818] RE: Order Number 1001-262526 [...] February 16 at 1:59pm	DELETED FROM Ready Flowers Facebook Fan Page
Jason Ball  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 2:01pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Jason Ball</b> I ordered roses for my girlfriend for valentines day yet they never arrived. They are no use to me or her now! Was a real let down! What is the point of this website if you cannot fulfill the orders. Order ID is 1001-265188. I have tried following up with your customer service email yet i have had no reply and I can only get through to a recorded message via phone. I want a full refund on my purchase ASAP! or I will be taking further action! February 16 at 2:01pm	DELETED FROM Ready Flowers Facebook Fan Page
Jason Ball  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 2:06pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Jason Ball</b> I want a refund in full! What good is your investigation, Valentines day is over! February 16 at 2:06pm	DELETED FROM Ready Flowers Facebook Fan Page
Tuan Nguyen  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 2:22pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Tuan Nguyen</b> FULL REFUND please! 1001-265256 - Been trying to contact you without success! only just found your FB page February 16 at 2:22pm	DELETED FROM Ready Flowers Facebook Fan Page

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Raygan Peter Palispis  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 2:36pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Raygan Peter Palispis</b> Same Here. Nobody's answering our emails and phone calls. TN: - 780781-271856. Is this a bogus site? =) We want full refund if our orders will not be delivered until tomorrow. February 16 at 2:36pm	DELETED FROM Ready Flowers Facebook Fan Page
Piyaporn Srivorasan  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 3:14pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Piyaporn Srivorasan</b> Hi, i want my order my ID is 1001-265775... My bf trust your website so he ordered the flower from you again. The first time he ordered me Flowers and bottle of sparkling... i was only received the flowers.. he gave you guys a second chance and place a order with you, this time i don't even receive my flowers!! February 16 at 3:14pm	DELETED FROM Ready Flowers Facebook Fan Page
Chia Teh  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 3:33pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Chia Teh</b> My gf still hasn't received my order V-Day order. No point delivering the flowers now. You've ruined both our valentines. I've emailed customer service and no response. Call center is conveniently offline. I want a full refund. Order Number - 1001-262555 February 16 at 3:33pm	DELETED FROM Ready Flowers Facebook Fan Page
Joanne Gillis  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 5:09pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Joanne Gillis</b> I'm waiting for an item I ordered on 25th January. I just completed the survey and want a full refund. Shocking customer service. February 16 at 5:09pm	DELETED FROM Ready Flowers Facebook Fan Page
Jan Arslan  FILE REF : (1) Ready Flowers 98.PDF	February 16 at 6:10pm	22 February 2012		<b>Jan Arslan</b> Dear Ready Flowers, I've again requested assistance with the order of 1001-260084 to confirm that you (a) received that delivery enquiry and or (b) my email. Instead of addressing this, you've removed my comment for the Nth time. You've acknowledged many other issues, and I want you to confirm that you have received my requests as well. February 16 at 6:10pm	
Adelle Louise Chapman  FILE REF : (1) Ready Flowers 98.PDF	February 17 at 6:37am	22 February 2012		<b>Adelle Louise Chapman</b> Well Sorry but I will not be using Ready Flowers again...I spent \$92 for the flowers to be delivered 2 days late, when my Sister was not at work, so effectively they were 3 days late for her 50th birthday....Most unimpressed.....No apology, no credit offered, nothing..... February 17 at 6:37am	

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Roselys Egodawatte  FILE REF : (1) Ready Flowers 98.PDF	February 17 at 11:21am	22 February 2012	Ready Flowers Facebook Fan Page	<b>Roselys Egodawatte</b> I'm the same they don't answer any calls and no reply from them. Omg u guys r hopeless February 17 at 11:21am	DELETED FROM Ready Flowers Facebook Fan Page
Eliza May Lang  FILE REF : (1) Ready Flowers 98.PDF	February 17 at 1:24pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Eliza May Lang</b> My fiance works FIFO in the Pilbara and tried to send me flowers as a nice surprise... they have never arrived. 1001-265004 February 17 at 1:24pm	DELETED FROM Ready Flowers Facebook Fan Page
Jennifer Bolin  FILE REF : (1) Ready Flowers 98.PDF	February 17 at 4:03pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Jennifer Bolin</b> Better late than never I suppose! Flowers finally came. Small walnut size roses. Not worth the money, but this is a lesson we all wont forget!!!! February 17 at 4:03pm	DELETED FROM Ready Flowers Facebook Fan Page
David James  FILE REF : (1) Ready Flowers 98.PDF	February 17 at 4:56pm	22 February 2012	Ready Flowers Facebook Fan Page	<b>Daniel James</b> I ordered the day before valentines day at 9am for same day delivery. They never showed up but the money sure came out of my account! I was on hold for a very long time and never got through and never had any of my emails responded to. I just want my money back. 1001-261922. Please sort this out. February 17 at 4:56pm	DELETED FROM Ready Flowers Facebook Fan Page
David James  FILE REF : Ready Flowers 99.PDF	24/02/12 7:39 AM 12 hours ago	24 February 2012	Ready Flowers Facebook Fan Page	<b>Paul McMahon</b> Ready Flowers....so...you never delivered the 14th of Feb valentine flowers until...the 16th...and they were dead...never bother to answer your phones or reply to emails.....grrrrreat business!!! 12 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Xuewei Tan  FILE REF : Ready Flowers 99.PDF	24/02/12 7:39 AM 12 hours ago	24 February 2012	Ready Flowers Facebook Fan Page	<b>Xuewei Tan</b> Hi I ordered this in SINGAPORE and I didn't receive it. WHAT HAPPENED?!?!? 12 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Kaye Glezen FILE REF : Ready Flowers 100.PDF	17/04/12 1:15 PM 19 hours ago	17 April 2012	Ready Flowers Facebook Fan Page	<b>Kaye Giezen</b> Very unhappy with unfriendly and unhelpful service. ... 19 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Donnamarie Edwards FILE REF : Ready Flowers 100.PDF	17/04/12 1:15 PM	17 April 2012	Ready Flowers Facebook Fan Page	<b>Donnamarie Edwards</b> I have been extremely disappointed with the lack of s... April 12 at 10:56am	DELETED FROM Ready Flowers Facebook Fan Page
Rodrigo Lucero FILE REF : Ready Flowers 100.PDF	17/04/12 1:15 PM	17 April 2012	Ready Flowers Facebook Fan Page	<b>Rodrigo Lucero</b> Ready Flowers March 26 I have never had a problem with Readyflowers, however one month ago my wife received a disappointing bouquet for her anniversary. I made a compliant and included photos of the disastrous bouquet, I was given a ticketnumber 2012022710002215 and since then, just silence.....	DELETED FROM Ready Flowers Facebook Fan Page
Edward Huen FILE REF : Ready Flowers 100.PDF	17/04/12 1:15 PM	17 April 2012	Ready Flowers Facebook Fan Page	<b>Edward Huen</b> I ordered a bundle of flower to my wife on Apr 01, and asked to deliver on Apr 02 which is our 1st marry anniversary. But my wife gets nothing until now. I don't know how they run business April 3 at 1:10pm	DELETED FROM Ready Flowers Facebook Fan Page
Justin Loffler FILE REF : Ready Flowers 102.PDF	13/05/12 5:37 PM 18 hours ago	13 May 2012	Ready Flowers Facebook Fan Page	<b>Justin Loffler</b> Ordered flowers to be delivered on Saturday(today) and didn't arrive at the destination! Not happy 18 hours ago via mobile	DELETED FROM Ready Flowers Facebook Fan Page
Carol Pearce FILE REF : Ready Flowers 102.PDF	13/05/12 5:37 PM 7 hours ago	13 May 2012	Ready Flowers Facebook Fan Page	<b>Carol Pearce</b> Ordered flowers and also did not arrive at destination. Ordered 6th May #001-276389 money has been taken out of bank. Where are the Mothers Day flowers. You have ruined my day!!!! 7 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Ashlee Elkins FILE REF : Ready Flowers 102.PDF	13/05/12 5:39 PM 31 minutes ago	13 May 2012	Ready Flowers Facebook Fan Page	<b>Ashlee Elkins</b> I ordered flowers to be delivered today for mothers day and nothing was delivered!! I am so annoyed!! I have tried ringing but I either get hung up on or redirected to your website which doesn't work for a start!!! I will continue to ring all night untill someone helps me because I am beyond annoyed!! Ready Flowers, the biggest sham in the world!! 31 minutes ago	DELETED FROM Ready Flowers Facebook Fan Page
Eleanor Ward FILE REF : Ready Flowers 103.PDF	15/05/12 7:58 PM 2 hours ago	15 May 2012	Ready Flowers Facebook Fan Page	<b>Eleanor Ward</b> Very unhappy with the service provided! Flowers were ordered to be delivered on the 12th May- Florist sent them to an unspecified address! Still waiting for problem to be rectified and Mum is without her flowers. Will not be using Ready Flowers again. 2 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Lauren Daw FILE REF : Ready Flowers 103.PDF	15/05/12 7:58 PM 2 hours ago	15 May 2012	Ready Flowers Facebook Fan Page	<b>Lauren Daw</b> Ordered flowers with my sister for my mother for mothers day, arrived on the wrong day and were in terrible state, still haven't heard from product services after i emailed, not impressed, look beautiful on the website but didn't extend to real life. i am very upset. 2 hours ago near Auckland, New Zealand	DELETED FROM Ready Flowers Facebook Fan Page
Danger Tukiri FILE REF : Ready Flowers 103.PDF	15/05/12 7:58 PM @ 7-30pm	15 May 2012	Ready Flowers Facebook Fan Page	<b>Danger Tukiri</b> so today my 4 year old and 10 year old daughters litterally sat at the front door step waiting for mums suprise flowers and chocolates to show up.....SUPRISE!. they never did. after ringing the ready flowers number i got told to go online and sort it out through an e mail with tracking code before anything could happen, i did so and still no phone call e mail or flowers! lack of communication and tracking between ready flowers and thier subbies, so still no flowers 7:30pm \$90 down and two very dissappointed girls. Sunday at 7:30pm	DELETED FROM Ready Flowers Facebook Fan Page
Ashlee Elkins FILE REF : Ready Flowers 103.PDF	15/05/12 7:58 PM @ 5-08pm	15 May 2012	Ready Flowers Facebook Fan Page	<b>Ashlee Elkins</b> I ordered flowers to be delivered today for mothers day and nothing was delivered!! I am so annoyed!! I have tried ringing but I either get hung up on or redirected to your website which doesn't work for a start!!! I will continue to ring all night untill someone helps me because I am beyond annoyed!! Ready Flowers, the biggest sham in the world!! Sunday at 5:08pm	DELETED FROM Ready Flowers Facebook Fan Page
Lauren Daw FILE REF : Ready Flowers 104.PDF	17/05/12 8:37 AM 11 hours ago	17 May 2012	Ready Flowers Facebook Fan Page	<b>Denise Beasley</b> Still waiting for my Mothers Day flowers my son ordered online....Thursday tomorrow, will see what happens then.....not happy Jan!!!! 11 hours ago	DELETED FROM Ready Flowers Facebook Fan Page

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Kelly Richards FILE REF : Ready Flowers 104.PDF	17/05/12 8:37 AM 15 hours ago	17 May 2012	Ready Flowers Facebook Fan Page	<b>Kelly Richards</b> Will never use this company again 15 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
David Birch FILE REF : Ready Flowers 104.PDF	17/05/12 8:37 AM 18 hours ago	17 May 2012	Ready Flowers Facebook Fan Page	<b>David Birch</b> YOU SUCK!!! MY MOTHERS FLOWERS DIDN'T ARRIVE FOR MOTHERS DAY. TWO DAYS AFTER AND STILL NOT HERE YET YOU WERE QUICK TO TAKE MY \$145 18 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Lauren Daw FILE REF : Ready Flowers 104.PDF	17/05/12 8:37 AM	17 May 2012	Ready Flowers Facebook Fan Page	<b>Lauren Daw</b> Ordered flowers with my sister for my mother for mothers day, arrived on the wrong day and were in terrible state, still haven't heard from product services after i emailed, not impressed, look beautiful on the website but didn't extend to real life. i am very upset. Tuesday at 5:29pm near Auckland, New Zealand	DELETED FROM Ready Flowers Facebook Fan Page
Renee Blake FILE REF : Ready Flowers 104.PDF	17/05/12 8:37 AM	17 May 2012	Ready Flowers Facebook Fan Page	<b>Renee Blake</b> This also happened to me on mothers day. My response i got back from from them was terrible. They just don't care that they have unhappy customers out there 20 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Danger Tukiri FILE REF : Ready Flowers 104.PDF	17/05/12 8:37 AM	17 May 2012	Ready Flowers Facebook Fan Page	<b>Danger Tukiri</b> so today my 4 year old and 10 year old daughters litterally sat at the front door step waiting for mums suprise flowers and chocolates to show up.....SUPRISE!. they never did. after ringing the ready flowers number i got told to go online and sort it out through an e mail with tracking code before anything could happen, i did so and still no phone call e mail or flowers! lack of communication and tracking between ready flowers and thier subbies, so still no flowers 7:30pm \$90 down and two very dissappointed girls. May 13 at 7:30pm	DELETED FROM Ready Flowers Facebook Fan Page

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Ashlee Elkins  FILE REF : Ready Flowers 104.PDF	17/05/12 8:37 AM	17 May 2012	Ready Flowers Facebook Fan Page	<b>Ashlee Elkins</b> I ordered flowers to be delivered today for mothers day and nothing was delivered!! I am so annoyed!! I have tried ringing but I either get hung up on or redirected to your website which doesn't work for a start!!!! I will continue to ring all night untill someone helps me because I am beyond annoyed!! Ready Flowers, the biggest sham in the world!! May 13 at 5:08pm	DELETED FROM Ready Flowers Facebook Fan Page
Tracey Reid  FILE REF : Ready Flowers 104.PDF	17/05/12 8:37 AM	17 May 2012	Ready Flowers Facebook Fan Page	<b>Tracey Reid</b> My mum didn't receive the flowers I'd arranged for delivery today. Very disappointing indeed! Hopefully your team can do some explaining in response to the feedback form I filled in! May 13 at 4:10pm	DELETED FROM Ready Flowers Facebook Fan Page
Michal Kowalski  FILE REF : Ready Flowers 105.PDF	19/05/12 8:04 AM an hour ago	19 May 2012	Ready Flowers Facebook Fan Page	<b>Michal Kowalski</b> I ordered flowers for my Mum for Mother's day, and she still hasn't received them. To make matters worse, you claim to have delivered them and left them on her doorstep. She lives in a gated apartment complex, which was confirmed by you via phone call on mother's day. Since then, all my family has gotten is the run around. about an hour ago near Tel Aviv, Israel	DELETED FROM Ready Flowers Facebook Fan Page
Sara Berg  FILE REF : Ready Flowers 105.PDF	19/05/12 8:04 AM	19 May 2012	Ready Flowers Facebook Fan Page	<b>Tracey Reid</b> My mum didn't receive the flowers I'd arranged for delivery today. Very disappointing indeed! Hopefully your team can do some explaining in response to the feedback form I filled in! May 13 at 4:10pm	DELETED FROM Ready Flowers Facebook Fan Page
Mark Emark  FILE REF : Ready Flowers 2).PDF	19/02/11 11:40 AM	19 February 2011	Ready Flowers Facebook Fan Page	<b>Mark Emark</b> Not only was the delivery late but what eventually turned up was NOT what I ordered. I've ordered LOTS of flowers in the past and have always been very happy with them however the sorry looking half-bunch of flwors and a "Premium Box of ChocolateS" (yes plural) that when delivered was a single chocolate???? I am disgusted, unhappy and sad that the \$\$\$\$ signs clearly blinded you when it came to quality control on what is one of the most important days of the year. and FYI I've already emailed about the order but have yet to receive a response - another clear indicator how badly Ready Flowers performed yesterday. If I'd paid with Paypal, I too would be contesting the payment as this is not acceptable. 15 February at 20:51	DELETED FROM Ready Flowers Facebook Fan Page



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Emma Elizabeth FILE REF : Ready Flowers 2).PDF	19/02/11 11:40 AM 21 Hours ago	19 February 2011	Ready Flowers Facebook Fan Page	<b>Emma Elizabeth</b> 1001184038 ordered sunday 13th feb to be delivered monday 14th!!! It is now FRIDAY 18th and nothing has been delivered yet!! DO NOT TELL ME to email facebook@readyflowers.... because you did'nt get back to my other half when he was chasing it up at the begining of this week! I want an answer now! the \$162 he spent....will he ever get it back? Or do i need to report this to the Police as an internet scam?? I want an answer NOW! It seems like i am not the only person on here unhappy and not the only person who has paid YOUR COMPANY MONEY for flowers that never arrived!!!! 21 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Sarah Brown FILE REF : Ready Flowers 2).PDF	19/02/11 11:40 AM 17 hours ago	19 February 2011	Ready Flowers Facebook Fan Page	<b>Sarah Brown</b> Same happened to my partner just watch it because he spent 130 and they only gave him a 20 voucher for ready flowers .... I think they need to be reported to far trading 17 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Cherie Graver FILE REF : Ready Flowers 2).PDF	19/02/11 11:40 AM	19 February 2011	Ready Flowers Facebook Fan Page	<b>Cherie Graver</b> I have tried ringing you 3 times today, left on hold for half an hour each time ( so had to hang up) and the last time I was cut off. Need some resolution to the big flower dilemma and would like it today as promised. Wednesday at 14:22	DELETED FROM Ready Flowers Facebook Fan Page
Jacobus Van Rooyen FILE REF : Ready Flowers 2).PDF	19/02/11 11:40 AM 18 hours ago	19 February 2011	Ready Flowers Facebook Fan Page	<b>Jacobus Van Rooyen</b> I have been waiting 3 hours for them to answer the phone after I ordered 3 sets of flowers and they did not deliiver it YET that is now 3 hours overdue NO I I WONT USE THEM AGAIN 18 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Pete Fry FILE REF : Ready Flowers 2).PDF	19/02/11 11:40 AM	19 February 2011	Ready Flowers Facebook Fan Page	<b>Pete Fry</b> No delivery still after the order was placed on Sunday for Valentines day, unable to get through to your call centre after spending well over 2 hours on hold listening to your terrible on hold music and still no reply to my email. Terrible service. I've ordered before and was happy, but this is atrocious and will never order again. I want a refund. 15 February at 19:10	DELETED FROM Ready Flowers Facebook Fan Page
Bipul Das FILE REF : Ready Flowers 2).PDF	19/02/11 11:40 AM	19 February 2011	Ready Flowers Facebook Fan Page	<b>Bipul Das</b> A very unhappy customer...!!! 2 years in a row you guys messed it up and also now you make lame excuses and not refunding the money!! This is crappy customer service. Wednesday at 18:35	DELETED FROM Ready Flowers Facebook Fan Page

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Sarah Brown  FILE REF : Ready Flowers 2).PDF	19/02/11 11:40 AM	19 February 2011	Ready Flowers Facebook Fan Page	<b>Sarah Brown</b> My partner ordered flowers through readyflowers.com for Valentines day ... they turned up at my work 4:00pm today (16th feb) 2 days late... He asked to get his money back yesterday and was rung today saying they couldn't do that and that they would give him a gift card to apologise... he spent over \$130 on Flowers and they sent him a \$... See more Wednesday at 17:53	DELETED FROM Ready Flowers Facebook Fan Page
Jacobo Quiles  FILE REF : Ready Flowers 2).PDF	19/02/11 11:40 AM	19 February 2011	Ready Flowers Facebook Fan Page	<b>Jacobo Quiles</b> not only arrived 2 days late also this is not "Rhoslyn". Also is that what u call SUPERIOR BOX of chocolates? "Add Chocolates: Superior box of chocolates USD \$35.00" looks like a small simple box to me... No extra things also, i see how this is...I demand an explanation! Wednesday at 21:30	DELETED FROM Ready Flowers Facebook Fan Page
Sandhya Laloo  FILE REF : TOP POSTS Facebook.PDF	2/03/11 12:35 PM	2 March 2011	Ready Flowers Facebook Fan Page	<b>Sandhya Laloo</b> Hi I ordered a gift from you on the 7th of feb ... i was told it would be delivered by the 14th FEB .... too date I have not received it ? I've called and Emailed numerous times .. NO RESPONSE . Can some one please get back to me. invoice ID : 971-1982 17 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Jessica Eaton  FILE REF : TOP POSTS Facebook.PDF	2/03/11 12:35 PM	2 March 2011	Ready Flowers Facebook Fan Page	<b>Jessica Eaton (Marketing Director &amp; wife of Thomas Hegarty CEO Ready Flowers)</b> The flowers i sent to my partners mum arrived on time and looked lovely. Thanks ready flowers! :-) February 24 at 4:37pm	DELETED FROM Ready Flowers Facebook Fan Page
Mat Ward  FILE REF : TOP POSTS Facebook.PDF	2/03/11 12:35 PM 15 hours ago	2 March 2011	Ready Flowers Facebook Fan Page	<b>Mat Ward</b> How can I 'DISLIKE' this page. The WORST experience ever in ordering online flowers. The bouquet was nothing like the one ordered, and when I complained they emailed me 3 weeks after the fact asking me to "PROVE" it. I live in a different country (hence the online purchase) and flowers dont last 3 weeks. I emailed back, and they still refused to even apologize for my dissatisfaction. Horrible customer service - NEVER TO BE USED AGAIN! 15 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Mark Stafford  FILE REF : TOP POSTS Facebook.PDF	2/03/11 12:35 PM	2 March 2011	Ready Flowers Facebook Fan Page	<b>Mark Stafford</b> I ordered V day flowers which arrived on time but were well below the standard advertised. I have emailed 5 times, called the so called help desk 3 times. No answers. Hopeless!! To quote their own customer service section "We take our business seriously.We don't like poor quality or damaged goods spoiling your message of love." The operators have seen the photo of the flowers delivered and agree they are sub standard. What does one have to do to get service from this mob? I have attached the picture of my bouquet. I ordered "admirer" which consists of lillies and 6 roses. I got 3 gerberas!! Lift your game and get in touch with me! Yesterday at 6:12pm	DELETED FROM Ready Flowers Facebook Fan Page

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Jhen Dela Cruz  FILE REF: MTP Ready Flowers.pdf	2/03/11 12:41 PM	2 March 2011	Ready Flowers Facebook Fan Page	<b>Jhen Dela Cruz</b> are you serious? on time? No! My husband ordered flowers last saturday to be delivered today. He paid an extra charge for ensuring that I receive it by 8-10am, but till now still no present. February 14 at 7:36pm	DELETED FROM Ready Flowers Facebook Fan Page
Julia Kim  FILE REF: 6-ReadyFlowers FanPage	16/07/12 1:46 PM 20 hours ago	16 July 2012	Ready Flowers Facebook Fan Page	<b>Julia Kim</b> Hi, just want to say how horrible your service was on Mother's day! It was a special day, RUINED! You didn't deliver the flowers on the day, no one contacted me in regards to this and when the order arrived 2 days late - it wasn't what i ordered! I took a photo! have asked you for a refund a numerous amount of times but you won't do it.... Facebook guys who like Ready Flowers...do you think this is fair? I don't mean to be a pain but it was disappointing to see the flowers in the photo, I would never send this to my Mum especially not on Mother's day! Please give me a full refund as deserved! My order number is 1001-205911 <b>I ordered the flowers called "Tinkerbell" and you didn't send "Tinkerbell" , you sent something that ATE "Tinkerbell" !</b> 20 hours ago !	DELETED FROM Ready Flowers Facebook Fan Page
Julia Kim  FILE REF: 6-ReadyFlowers FanPage	16/07/12 1:46 PM 21 hours ago	16 July 2012	Ready Flowers Facebook Fan Page	<b>Julia Kim</b> Its very bad social media strategy if you delete comments from your wall! This is a free medium, I didn't say anything defamatory or abusive, I just reported a bad service for which I deserve a full refund :) ill post it again in case some people missed it, because you deleted it Ready Flowers 21 hours ago	DELETED FROM Ready Flowers Facebook Fan Page
Andy Thomas  FILE REF: 6-ReadyFlowers FanPage	16/07/12 1:46 PM	16 July 2012	Ready Flowers Facebook Fan Page	<b>Andy Thomas</b> I'm horrified with the result of my first experience of ordering online flowers through you. Id expect some differences with the flower arrangement but not totally different themed of what I chose in your catalogue. 29 May at 22:48	DELETED FROM Ready Flowers Facebook Fan Page

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Ivy Tseal  FILE REF 6- ReadyFlowers FanPage.pdf	16/07/12 1:46 PM	16 July 2012	Ready Flowers Facebook Fan Page	<b>Ivy Tsai</b> Hi! I booked flowers for my mom on May 8th but until now she didn't receive it. Money already drew. Pls provide me your contact number (Taiwan number is preferred) for discussion. Thx. 23 May at 18:52 > Tinkerbell file	DELETED FROM Ready Flowers Facebook Fan Page
Kate Burnby  FILE REF 6- ReadyFlowers FanPage.pdf	16/07/12 1:46 PM	16 July 2012	Ready Flowers Facebook Fan Page	<b>Kate Burnby</b> Terrible service. Did not deliver special flowers for my sister-in-laws birthday despite them being ordered online the day before. So far have not been able to offer explanation. Have taken payment and not delivered. No email contact and no resolution for over 10 days. 23 May at 13:41	DELETED FROM Ready Flowers Facebook Fan Page
			Ready Flowers Facebook Fan Page		DELETED FROM Ready Flowers Facebook Fan Page
			Ready Flowers Facebook Fan Page		DELETED FROM Ready Flowers Facebook Fan Page