

Complaints Policy

Africane Bloom (Cabrera Group AB) · Valid from: 10 October 2026

1. Purpose

We import fresh cut flowers. Our goal is for every delivery to meet the agreed quality. This policy describes how you, as a customer, submit a complaint, how we handle it and what compensation you can expect.

2. What can be claimed

A complaint may concern:

- Damaged, broken or misshapen flowers
- Wrong variety, colour or stem length compared with the order
- Smaller flower heads than the agreed quality
- Disease, mould or pests
- Incorrect number of stems compared with the invoice and delivery note
- Premature wilting on arrival

3. How to submit a complaint

Complaints must be made **in writing by e-mail within 48 hours of receiving the delivery**, to info@africane.se. The notification must include:

1. Order number and delivery date
2. Variety and number of stems concerned
3. Clear photos of the flowers and of the packaging/box
4. A short description of the problem

Please keep the packaging and the affected flowers until the case has been resolved, so that we can investigate it together with the grower and the carrier.

We cannot guarantee that complaints submitted later than 48 hours after delivery can be accepted, as fresh flowers are quickly affected by handling and storage after receipt.

4. How we handle your complaint

Step	What happens	Time
1. Receipt	We confirm that we have received your notification	Within 1 working day
2. Investigation	We review the documentation and, where necessary, contact the grower and the carrier	Within 3 working days
3. Decision	We inform you whether the complaint is accepted and what compensation is offered	Within 5 working days
4. Settlement	Compensation is settled in accordance with section 5	At the latest on the next invoice
5. Follow-up	The case is documented and followed up with the grower	Ongoing

5. Compensation

If a complaint is accepted, we primarily offer:

- **Credit note** for the stems concerned, settled on the next invoice.
- **Price reduction** if the flowers are usable but of lower quality than agreed, for example shorter stems or smaller flower heads.
- **Replacement delivery** of extra stems on the next order in some cases, depending on availability and delivery days.

Compensation applies to the stems concerned and corresponds to no more than their invoiced value. We do not compensate indirect costs, for example lost sales or working time.

6. Exceptions

A complaint is normally not accepted if the defect is due to:

- Incorrect handling, storage or temperature after the delivery was received
- Delays caused by the customer, for example failure to receive the delivery
- Normal natural variation in colour, shape and size between varieties and growing seasons, within the agreed quality

7. Vase life and quality on arrival

For best freshness we recommend that the customer unpacks the flowers immediately on receipt, cuts the stems, places them in clean water with flower food and stores them cool. Vase life depends largely on handling after delivery, so we do not give a general vase-life guarantee. Flowers that wilt prematurely or have clear quality defects on arrival are handled as a complaint under sections 3–5.

8. Disagreement in a case

If we and the customer cannot agree on a complaint, we first try to resolve it through dialogue. If necessary, an independent inspector may be engaged, and the cost is then divided according to the outcome. Swedish law applies.

9. Contact

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