



Delivery Policy

Delivery Information

The Beverly Hills Roses Dubai operates every day, including Fridays and Saturdays. Customers must place their orders minimum 24 hours ahead, on any weekday and weekend, so that delivery of the order can occur at the pre-arranged time. For special holiday deliveries, please place your order minimum 48 hours ahead. We do accept last minute requests, however arrangements are subject to availability.

Order confirmation

Once the booking and/or purchase had been made on beverlyhillsroses.ae, customer will receive a booking confirmation and/or a payment confirmation by a system generated mail within the next one hour from moment of confirmation.

Shipping Process

Delivery will be processed once order had been paid and/or confirmed in the Yas Mall Branch, via telephone or on the webpage (www.beverlyhillsroses.ae). Orders cannot be changed or cancelled that have been confirmed and/or in transit. Delivery will happen within the agreed time frame (two hours interval) by Beverly Hills Flower's Trading LLC.'s delivery service.

Delivery Locations

Beverly Hills Flowers Trading LLC delivers to two Emirates, Dubai and Abu Dhabi.

Delivery charges

All deliveries within Dubai and Abu Dhabi have a fee of 50 AED.

Multiply Orders

Beverly Hills Flowers Trading LLC. accepts multiply orders. The multiple orders may result in multiple postings to the cardholder's monthly statement.

Refund Policy

Beverly Hills Flowers Trading LLC. offers refunds to its customers for the following reasons:

- The wrong product was sent by Beverly Hills Flowers Trading LLC.
- The product is defective.
- The product was damaged in shipping.
- The product is tampered.

Refunds will be made only through the Original Mode of Payment.

Beverly Hills Flowers Trading LLC does not accept complaints, nor offers refund once the product had been accepted and collected by the customer.

Cancellation Policy

Orders cannot be changed or cancelled that have been confirmed and/or in transit.

Thank you!

Beverly Hills Flowers Trading LLC.