Delivery and Returns

Floral Delivery:
Next Day Delivery by H-E-B Florists is available in some select areas of Texas on orders placed as late as 3:00 p.m., Central Standard Time, seven days a week.

H-E-B makes every effort to deliver orders as early as possible on the selected delivery date. Unfortunately, we cannot guarantee a specific delivery time. All orders should arrive no later than 5 p.m.

During peak holiday periods, availability and cut off times for placing orders may vary.

Floral Order Substitutions:
Substitutions may be necessary to ensure your arrangement is prepared in a timely manner. Utmost care and attention is given to your order to ensure that it is as similar as possible to the requested item. In arrangements of assorted flowers, the colors shown online will be used if at all possible, even if this means substituting other kinds of flowers of equal or greater value. For one of a kind flower arrangements, such as all roses or all lilies, we will make every attempt to match the flower type, but may substitute with another color. If the floral container shown online is not available, a similar container will be used. For green and blooming plants, similar plants may be substituted of equal or greater value. For one of a kind plants, such as orchids, we will make every attempt to match the plant type, but may substitute with another color. If the plant container shown online is not available, a similar container will be used.

Returns:
Please save your receipt.

We will cheerfully exchange or refund most items with a receipt dated within 90 days of purchase. Some rules or exceptions may apply. If you have questions or concerns, please contact Customer Service at 1-800-432-3113.

- **Receipted refunds:** Returns will be issued based on original method of payment.
- **Gift Receipt Returns:** Returns accompanied by a gift receipt will be extended in the form of an H-E-B gift card. WIC/Lonestar eligible items are not permitted for return with a gift receipt. The refund value will reflect any discounts applied at time of original purchase. All rules and restrictions apply.
- **Pre-Paid/Services/Clearance Items:** Refunds and exchanges are not permitted for Gift Cards, phone cards, tickets, licenses, permits, postage stamps, clearance items, etc. All sales are final.
- **Seasonal Items:** May be returned within 30 days of purchase with original packaging. Seasonal items include holiday merchandise, most Lawn & Garden items (includes gas powered outdoor equipment), and swimming pools/pool accessories.
- **Appliances/Electronics:** May be returned within 90 days of purchase with original packaging and accessories.
- **Entertainment:** Most items can be returned within 90 days. If opened, computer software, video game hardware/software, music, and movies may be exchanged for an identical item only.
- **Discounts and Promotions:** The refunded value for each item returned will be reduced to reflect the value of any free gift or discount.
- **No Receipt Returns/Exchanges:** A valid government issued ID is required for all non-receipted returns/exchanges. Refund will be extended in the form of an H-E-B gift card.

Can't find your receipt?
In most cases, if you paid with an electronic payment type (credit, debit, personal check, Lonestar, H-E-B Gift Card), we can locate your purchase and process your no-receipt return as a receipted refund with our receipt look-up feature.

H-E-B reserves the right to limit or refuse any refund.

Other restrictions may apply.