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Log In / register

- How do I log in?

If you already have an account you can login to the Floramedia webshop with your user name and password by clicking "Log In" at the top right of the screen. If you are new to the webshop please register by clicking on "Register" at the top right of the screen.

- How do I register?

If you are new to the Floramedia webshop and do not have an account, you can click on "register" at the top right of the screen to get started.

A new pop-up menu will appear in which you can fill in your details. After clicking on "register" your new account is created and you will receive a confirmation email in your mailbox. Follow the instructions in the email to activate your account.

- I've forgotten my log in details

If you forget your password click on "Log in" at the top right of the screen and in the pop up window click on "Forgot Password?".

Fill in your email address and we will send you an email with a link to reset your password. Check your spam/junk folder if the email does not appear in your inbox.

- How do I search for a product?

Search

If you know the product you would like to order or you have a specific product that you are looking for, you can use the search functionality. The search box can be found below the login and registration links. Type what you are looking for into the search field next to the magnifying glass symbol and press enter or click on the symbol.

In the search field any kind of product text (botanical name, common name etc) or product code can be entered, the search will look into all product information that is available and present the best matching products first.

Product categories

To help you search for a product stock has been split into categories. You can browse stock by using the product category options. To the left of your screen you will find 4 green tabs with the product categories: “labels”, “bedcards”, “POS” and “Sundries”

Move your mouse over the tabs to enable the drop down menus, which group our products by series and plant type. Clicking on any of the product categories, plant types or series takes you to the selected products.

Category page

Opening a category page shows the products in grid view.

You can change the number of products viewed per page by using the drop down menu in the right corner of the category page. To the left there are multiple options to sort the presented products. This can be done by clicking on one of the alphabetical listings, which will only show you the products starting with that letter. You can also sort by “name”, “article number” or “price” by the drop down menu.

If you want to see more products on a single page and you don't need to see the large images, you can click on the list view instead of the grid view. The list view will provide the same information as the grid view but in a compacted form.

- I can't find the product I am looking for what should I do?

Please contact our helpful Stock Team on 01206 771040 or email info@floramedia.co.uk. Or use our on-line [contact us form](#).

Some searches are quite sensitive, and so it may be easier to use part of the name. For example, if looking for labels for strawberries the search function may not pick up on the plural use – try ‘Strawb’ instead, this will bring up the most results. Or if you are looking for something very specific, try using the most unique part of the name – for example, if looking for ‘Geranium Bullseye mixed’, try searching for just ‘Bullseye’ as this will give you the best chance of finding what you are looking for.

Ordering

- How do I do a quick order?

When you know the exact product codes of the items you want, you can make use of the quick order form, simply entering all the products codes into the form.

You can find the quick order option in the footer of the webpage under the header “My Account”

Fill in the item code, select the product type and input the amount you would like to order. If the product code turns red, the product code is incorrect.

- The products I want are not in Stock what does this mean?

You can still order products listed as out of stock and we will send these on automatically when available. If you feel that it may be too late, please let us know via email at info@floramedia.co.uk , our [contact us form](#), or give us a call for more information and options on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday.

- Can I add to my order?

Yes, you can amend your order via phone up to 1 hour after placing during working hours (or if placed over the weekend or an evening until 10am the next working day). Please call us on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday.

- I've placed my order and made a mistake, what can I do?

Please call us as soon as possible. If your order hasn't been dispatched we will do our very best to rectify it for you. Call us on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday. If you already have your goods, please see our label return terms and conditions, or call us to discuss more options.

- I have items on back order I do not need anymore, can I cancel them?

Please email us at info@floramedia.co.uk , use our [contact us form](#) or call our helpful Stock team on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday.

- I've ordered something I no longer want, can I return it?

We will do our best to help you with any mistakes, please be aware of our conditions of return <https://webshop.floramedia.co.uk/returns/> You will receive a copy of this with your delivery. Please use our [contact us form](#) or call our helpful Stock team on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday to discuss the options available.

- I cannot finish my order in one session, will you save my basket contents?

Anything that you put into your basket will remain until you delete them but only if you are logged in to your account.

- Can I use a Smart phone or tablet to access your webshop?

You will be able to use your Tablet or Smart Phone to order in the same way you would from a PC.

Payment

- If I pay for my purchases with a debit or credit card, are those transactions secure?

We take our customers safety and security very seriously. We use a secure payment facility to ensure this. If you feel unsure of your online security please call our Stock team on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday.

- What types of credit cards do you accept?

We take Mastercard, Visa and Maestro.

- I do not think my payment amount is correct, what should I do?

Please email us at info@floramedia.co.uk , use our *[contact us](#)* form, or call our Stock Team on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday and they will be happy to investigate for you.

- I'm an HTA member, how do I get my discount?

Contact us with your HTA membership number and we will set this up on your webshop account. Call our helpful Stock Team on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday or use our *[contact us](#)* form.

Delivery

- I do not want my order yet – can I place my order now to be delivered later?

You can place your order up to 6 months in advance by putting your desired delivery date in the comments box in the check out – just write 'Delivery required __/__/__'.

Alternatively give our Stock team a call on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday and they will arrange this for you.

- I haven't received all of my goods, what should I do?

It may be that your items were out of stock at the time of dispatch, and are due to automatically come out to you later – these will be detailed on your delivery note. If you are missing something that is not a back order please call our helpful Stock Team on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday and they will be happy to investigate for you.

- I have not received my order on my expected delivery date, what should I do?

If you are expecting your order and have not received it, please call our Stock Team on 01206 771 040 9.00am – 5.00pm Monday to Thursday, 9.00am – 4:30pm Friday and they will be able to investigate. Or you can use our *[Track and Trace](#)* link to see if there has been a hold up with the courier service.