

Frequently Asked Questions

Website-ready FAQ content for Drift & Bloom

This document contains 33 customer-facing questions and answers, organized into 6 website sections. Each section can be displayed as a separate FAQ category, with every question shown in an accordion format.

6

FAQ Sections

33

Questions & Answers

English

Website Copy

Website implementation note

- Display the six category names as tabs or section headings. Show each question as a clickable accordion.
- Where an answer includes a related policy, make the policy name a link to the corresponding policy section.

FAQ Section Map

Use this order on the website to guide customers from general package information to delivery, live-product care, order issues and contact details.

No.	Section	Questions
1	About Our Packages	5
2	Personalization & Gifts	2
3	Preparation & Delivery	8
4	Fish, Plants & Care	6
5	Changes, Cancellations & Returns	9
6	Payment & Contact	3
	Total	33

About Our Packages

General questions about Drift & Bloom, package contents, customization, availability and product appearance.

1. What is Drift & Bloom?

Drift & Bloom creates curated calming packages that combine thoughtful products such as scented candles, plants, Betta fish, glass bowls, decorative materials, printed cards and premium gift packaging. The exact contents depend on the selected package or collection.

2. What is included in my package?

The exact products included in each package are listed on its product page.

- A scented candle.
- A live plant.
- A Betta fish.
- A glass bowl and decorative materials.
- Printed cards.
- Gift packaging.
- A personalized message, when selected.

Please review the product description before confirming your order.

3. Can I build my own package?

Yes. Through Build Your Package, you can choose from the available candles, plants, fish and package components.

Your order will be confirmed after Drift & Bloom checks the availability of your selected products.

4. Are all products always available?

No. Some candles are available in limited quantities, while some fish and plants may be sourced after the order is placed.

Adding a product to your cart does not permanently reserve it. Drift & Bloom will confirm product availability before finalizing the order.

5. Will my package look exactly like the website photographs?

The package will match the confirmed products and the overall design shown on the website.

However, fish, plants and natural decorative materials may vary slightly in colour, size, shape and appearance. Handmade candles and packaging arrangements may also have minor differences.

Related policy: [Product Availability & Natural Variations Policy](#).

Personalization & Gifts

Questions about personalized messages and sending a Drift & Bloom package as a gift.

6. Can I add a personalized message?

Yes, when the personalized-message option is available.

Please check all names, spelling and wording carefully before confirming the order. Changes may not be possible after the message has been printed or prepared.

7. Can I send the package as a surprise gift?

Yes. You can send the package directly to another person.

You must provide:

- The recipient's correct name.
- A working phone number.
- A complete delivery address.
- Any information required to locate the address.

For packages containing a live fish or plant, someone must be available to receive and collect the package immediately.

Preparation & Delivery

Information about preparation times, delivery coverage, fees, scheduling and receiving an order.

8. How long does my order take?

Ready and in-stock packages may be delivered within 24-48 hours after confirmation.

Packages containing specially sourced fish, plants, personalized products or unavailable items are normally prepared and delivered within 3-5 business days.

Drift & Bloom will communicate the estimated delivery period before confirming the order.

9. Where does Drift & Bloom deliver?

We currently deliver to:

- Cairo.
- Giza.
- Alexandria, subject to prior confirmation.

Delivery availability may depend on the exact location and whether the package contains live products.

10. How much is delivery?

The standard delivery fee for covered areas in Cairo and Giza is EGP 100.

Additional fees may apply to distant or difficult-to-reach locations.

The delivery fee and estimated delivery time for Alexandria will be confirmed before the order is finalized.

11. Can I choose an exact delivery date or time?

Customers cannot select or guarantee an exact delivery date or time.

Delivery is arranged according to:

- Product availability.
- Preparation requirements.
- Courier availability.
- Delivery routes.
- Traffic conditions.
- The safety of live products.

You may provide delivery preferences, but they cannot be guaranteed.

12. Do you deliver on Fridays?

Friday delivery may be available depending on product availability, courier availability and delivery arrangements.

Friday delivery is not guaranteed unless it has been confirmed by Drift & Bloom.

13. Will the courier contact me before arriving?

The courier may contact the customer or recipient before arrival to confirm the address and ensure that someone is available to receive the package.

Please provide a working phone number and remain available during the communicated delivery period.

14. Can the order be left with building security?

Yes, but only after receiving clear approval from the customer or recipient.

The package must be:

- Kept indoors.
- Protected from direct sunlight.
- Protected from excessive heat or cold.
- Collected immediately when it contains a live fish or plant.

Once the package is handed to building security according to the customer's instructions, delivery will be considered completed.

15. What happens if no one is available to receive the order?

The courier will make a reasonable attempt to contact the customer or recipient.

If delivery cannot be completed, the order may be returned to Drift & Bloom and a new delivery fee may apply before another delivery attempt is arranged.

Packages containing live products will be checked before redelivery.

Related policy: [Shipping & Delivery Policy](#).

Fish, Plants & Care

Questions about fish selection, transportation, arrival condition, plant appearance and included care instructions.

16. Can I choose a specific fish?

When individual fish selection is available, you may choose a specific fish from the available options. Otherwise, Drift & Bloom will select a fish that matches the selected type or collection as closely as reasonably possible.

17. Will the fish look exactly like the photograph?

Fish are living creatures and may naturally vary in:

- Colour.
- Pattern.
- Size.
- Fin shape.
- Movement.
- Behaviour.

When a specific individual fish has been selected and confirmed, Drift & Bloom will prepare that fish for the order, subject to its continued health and availability.

18. How is the fish transported?

The fish is prepared in suitable temporary transportation packaging and delivered through a courier arranged by Drift & Bloom.

The transportation container is intended only for delivery and is not the fish's permanent home.

Please follow the receiving and acclimation instructions included with the package before transferring the fish.

19. What should I do if the fish has a problem on arrival?

Contact Drift & Bloom within two hours of delivery and provide:

- Your order number.
- Clear photographs of the fish.
- A short video showing its condition.
- Photographs of the transportation packaging.

- The delivery and opening time.
- An opening video, when available.

Do not discard the transportation packaging until the case has been reviewed.

Related policy: Live Fish Delivery & Arrival Policy.

20. Will the plant look exactly like the photograph?

The plant type will match the confirmed order, but natural differences are expected in:

- Height.
- Leaf size.
- Leaf arrangement.
- Colour tone.
- Fullness.
- Growth direction.

Small natural marks or minor differences are not considered defects.

21. Does the package include care instructions?

Yes. Packages containing a fish, plant or candle include basic printed instructions relevant to the included products.

Please follow the instructions carefully after receiving the package.

Changes, Cancellations & Returns

Questions about changing or cancelling an order, reporting problems, returns and approved refunds.

22. Can I change my order?

You may request a change before product sourcing or preparation begins.

Changes are subject to availability. If the replacement product costs more, you will need to pay the difference. If it costs less, the difference will be deducted or refunded when applicable.

A change is not confirmed until Drift & Bloom approves it.

23. Can I cancel my order?

Orders may normally be cancelled before preparation or product sourcing begins.

Cancellation may be restricted after Drift & Bloom starts preparing:

- Personalized products.
- Printed messages.
- Specially sourced fish.
- Specially sourced plants.
- Reserved candles.
- Products purchased specifically for the order.

Related policy: [Cancellation & Order Changes Policy](#).

24. Can I change the delivery address?

You may request an address change before dispatch.

The request will depend on:

- Coverage of the new location.
- Courier availability.
- Live-product transportation safety.
- Any difference in the delivery fee.

Address changes may not be possible after the order has been dispatched.

25. What should I do if an item arrives broken, damaged or missing?

Contact Drift & Bloom as soon as possible, preferably within 24 hours for visible delivery damage.

Please provide:

- Your order number.
- A description of the issue.
- Clear photographs of the affected product.
- Photographs of the external and internal packaging.
- A package-opening video, when available.

Keep the product and its packaging until the case has been reviewed.

26. What should I do if the glass bowl arrives broken?

Do not use the bowl or place the fish inside it.

Keep broken glass away from children and pets, avoid handling sharp pieces unnecessarily and send clear photographs to Drift & Bloom.

We will review the case and provide replacement or disposal instructions.

27. What happens if I receive the wrong product?

Contact Drift & Bloom and provide your order number and clear photographs of the received product.

After reviewing the confirmed order, we may replace the incorrect item, deliver the correct product or provide an appropriate refund.

Related policy: Damaged, Missing or Incorrect Items Policy.

28. Can I return my order?

Unused, non-live and non-personalized products may be eligible for return within 14 days of delivery, provided that they remain in their original condition with their packaging and included components.

Products should not be returned before receiving instructions from Drift & Bloom.

29. Which products cannot normally be returned because of a change of mind?

Return restrictions may apply to:

- Live fish.
- Live plants.
- Personalized packages.
- Printed personalized messages.
- Products prepared according to customer-selected specifications.
- Used or lit candles.
- Products damaged after delivery.
- Products that cannot be returned safely to their original condition.

These restrictions do not remove the customer's rights when a product is defective, damaged or incorrect.

30. How are approved refunds processed?

Approved refunds will normally be returned through the original payment method whenever reasonably possible.

Drift & Bloom will normally initiate an approved refund within seven business days. Banks and payment providers may require additional processing time.

Related policy: [Returns & Refunds Policy](#).

Payment & Contact

Questions about delivery charges, payment methods and how to contact Drift & Bloom.

31. Are delivery fees included in the product price?

Delivery fees are separate unless the product page or offer clearly states otherwise.

The complete order value, including delivery fees, will be communicated before the order is confirmed.

32. What payment methods are available?

The available payment methods will be shown during checkout or communicated during order confirmation.

Customers should only use payment information provided through Drift & Bloom's official website or communication channels.

33. How can I contact Drift & Bloom?

You can contact us through:

- WhatsApp: +20 109 782 4111
- Phone: 01142229915
- Email: driftandbloom28@gmail.com
- Location: Cairo, Egypt

Please include your name, phone number and order number when contacting us about an existing order.

Publishing Checklist

Before publishing the FAQ page, confirm that the operational details below are still accurate and match the live checkout and policy pages.

- Cairo and Giza delivery fee is EGP 100 for covered areas.
- Ready and in-stock orders may be delivered within 24-48 hours.
- Specially sourced or personalized orders normally require 3-5 business days.
- Alexandria delivery is subject to prior confirmation.
- Fish arrival concerns should be reported within two hours of delivery.
- Visible damage should preferably be reported within 24 hours.
- The listed WhatsApp number, phone number and email are active.
- Each related-policy note links to the correct policy section.
- Payment methods shown in the FAQ match the methods actually available at checkout.

Approved contact details

- WhatsApp: +20 109 782 4111
- Phone: 01142229915
- Email: driftandbloom28@gmail.com
- Location: Cairo, Egypt

Drift & Bloom - Find Your Soul