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On July 17, 2007 a very dear friend passed away.  
On Tuesday July 24, 2007 a Memorial Service was held at Cornwell Colonial Chapel in Woodburn, OR.

On July 23, the day before the service, found in the Woodburn phone book "Woodburn Best Florist" Phone # 503-981-9233. I called and asked for the address as I wanted to see what they had on display. We have no display but would take the order. Describe the type of flowers and occasion. We work with a contact in Salem that would fill the order and it would be delivered to the Chapel. (Lolly Pops and Roses Salem, OR)

The flowers delivered were placed near the viewing area and as we passed by one very small container of little flowers had our name. I knew it must be a mistake. I inquired in regards to the card may have been put on the wrong arrangement. They assured me it was correct. I couldn't believe it. As we were getting into our car to head home heard a couple other people complain. They also had ordered from the same place I had.

As we left heading home spotted a flower shop – Valley Pacific Floral and immediately ordered another arrangement to be sent home to the spouse.

After doing some research we found out that the shop we used was named Florist Headquarters in Waukesha, WI Phone # 262-549-0833.

We contacted America Express. They removed the charge. Our statement read DISPUTE- "Florist Headquarters" 0000 credit - \$76.99  
11/18/07

Hope this letter is of some help. Cindy has been working none stop in pushing for some end to this continual problem that is just getting worse.

Thank You, Bettyjean