



Picketing the Farmington Florist are members of the Jenks family. From left, Mrs. Jill Jenks, Darlene Butler and Judy Drouillard. (Photo by Allen Schlossberg)

Quarrel over delivery day wilts customer relations

By LOUISE OKRUTSKY

A gift from her husband for her eighth wedding anniversary prompted Jill Jenks to picket the Farmington Florist in the Downtown Farmington Center last Friday afternoon.

Mrs. Jenks says she will continue to picket the store until she receives a cash refund for a chipped figurine and a bouquet purchased at the store. Her cousin and sister are helping her picket.

The owner of the florist shop, Mrs. Frances Lesperance, says she offered to exchange the items or give Mrs. Jenks credit for them but said that Mrs. Jenks and her sister are refusing.

Mrs. Lesperance said she wouldn't give Mrs. Jenks a cash refund.

The disagreement began last week, when Mrs. Jenks' sister, Darlene Butler, ordered a bouquet or orange tinted flowers to be delivered to Mrs. Jenks on April 16, her anniversary. In addition, Ms. Butler bought a figurine of a boy and a girl under an umbrella. She paid \$15 for the flowers and \$10 for the figurine.

When she examined the figurine at home, she discovered that one of the fingers was chipped. Because the florist shop was closed, she said she went

to another gift shop and purchased a second figurine for \$14.

BOTH PURCHASES were intended to be gifts to Mrs. Jenks from her husband, who asked Ms. Butler to purchase them.

The flowers were scheduled to be delivered April 16. Mrs. Jenks and Ms. Butler said that the flowers weren't delivered and they discovered a notice of intent to deliver in Mrs. Jenks' mailbox on April 17.

"We were home all day Monday waiting for the flowers and we never saw them," said Mrs. Jenks.

"I left Tuesday morning and checked my mailbox at 6 that evening and found a note saying that they tried to deliver the flowers while I was away and that they wouldn't make a second delivery," said Mrs. Jenks.

The delivery man and Mrs. Lesperance told a different story.

Both say that the delivery man tried to give the flowers to the Jenks household on Monday, but that no one would answer the door.

"He talked to a man in the backyard who wouldn't answer him," said Mrs. Lesperance. "They had a large dog so he couldn't go into the backyard."

The front door swung open when the

delivery man knocked on it. He closed the door and continued knocking. After trying and failing to gain the attention of the man in the backyard, he went to a neighboring house. No one was home.

THE FLORIST SHOP doesn't make a second attempt at delivery. Customers are notified to pick up their flowers at the shop.

Mrs. Lesperance hasn't any quarrel with taking back the figurine.

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