

## SALES TERMS AND CONDITIONS

### **What to Expect from your *Framed Wedding Flowers*.**

**COLOR:** We use the best techniques available to artificially recreate the colour of the flowers and greenery as to how they arrive to our studio; nevertheless, some colours may vary but we do our absolute best to recolour them to represent their original state.

**IMPERFECTIONS:** Framed wedding bouquets are hand-crafted botanical keepsakes, which are subject to variations and imperfections such as: Flowers — bubbles, spots, rough edges, imperfect shapes, Frames — graining, nicks, spots. These variations contribute to the character of hand-made keepsakes and makes them unique. The samples in our showroom and on the web site indicate the level of quality you can expect from your framed wedding bouquet.

**FLOWER REPLACEMENT:** *Framed Wedding Flowers* will make every effort to ensure that your flowers are handled with great care. Any flower damaged upon arrival at our location will be salvaged if possible. If more than a modest amount of flowers are damaged and some need to be replaced, there may be additional charges, which will be discussed and agreed upon when your order is confirmed.

If you do not wish for any replacements to be used, please advise us on your order confirmation form. Your signature will indicate that you will accept the finished piece presented to you by *Framed Wedding Flowers* with no complaint concerning flower quality or appearance.

### **DRY & HOLD POLICY:**

In order to provide our customers with maximum flexibility, *Framed Wedding Flowers* will allow the delivery of flowers (accompanied by a deposit) with no final framing decisions made. *Framed Wedding Flowers* does require that the final framing decision is made within 30 days of flowers being delivered to our location. It is the responsibility of the customer to follow up on this process, by calling *Framed Wedding Flowers* within the time allowed and placing the order. *Framed Wedding Flowers* will not call and remind you.

**FLOWER DELIVERER:** In the event that flowers are delivered by a party other than the owners of the flowers, it is the responsibility of the flower deliverer to communicate these Sales Terms and Conditions to the flowers' owner(s).

**OTHER MEMENTO POLICY:** If you have decided to include other mementos in with your framed bouquet, it is your responsibility to deliver those items or mail them to our studio within 30 days of placing your order.

*Framed Wedding Flowers* will use great care when handling any of your personal belongings, and make every effort to store and mount them

in a way that will keep them free from harm. Please keep in mind that any items left at *Framed Wedding Flowers*, whether they are to be included in your display or not, will be left at your own risk. *Framed Wedding Flowers* assumes no responsibility for damages.

### **PAYMENT POLICY:**

REFUNDS: *Framed Wedding Flowers* offers no refunds.

PAYMENT :A deposit is required with the fresh bouquet when it arrives at our studio. The Balance is due on completion and prior to delivery.

### **CUSTOM DESIGN DECISIONS:**

Creating a framed bouquet for you involves multiple complex steps, and requires the decision-making of our qualified designers. Because our framed bouquets are all one-of-a-kind, and unique to the individuals' flowers and mementos being used, there is no way to guarantee that the appearance of your final piece will perfectly match your expected vision of it. In order to assist you in visualizing what you can expect your Framed Bouquet to look like, we do provide a pre-design consultation service. We are more than happy to email you an approximate design layout photograph. Showing the frame background and border colours and any other memorabilia that you wish to include. If you do not request our pre-design consultation service our *Framed Wedding Flowers* designers will use their discretion when designing your piece.

**TURNAROUND TIME:** Orders take an average of 6-12 weeks. However, because framing a bouquet is a custom, artistic process, we CANNOT guarantee turnaround time.

**PICK UP POLICY:** Once you are notified that your order is complete, the balance is due upon pickup or prior to shipment. All orders not picked up/shipped and paid in full within 30 days of final notification date shall become the sole property of *Framed Wedding Flowers*.