



**Dear Customer,**

**Please carefully read the document below. Once you check the box in agreement with our terms your acceptance will allow us to move forward with your floral planning for your special day.**

### **Terms & Conditions**

#### **Floral Substitutions**

It is best to be open and flexible to some floral substitutions. It may be necessary due to certain weather conditions and availability at the time of your event. However, our professional designers will ensure that the style, colors and theme of your wedding florals will remain the same. We will only substitute appropriate items of an equal or higher value as needed.

#### **Payment Procedure**

- We will be happy to reserve your event date for one month from the time we've received your preliminary information sheet. After a month's time we would like to book your date with a \$200 non-refundable deposit to hold the date for an additional month while you make your floral decisions. If after the first month you are not ready to move ahead with the deposit we will open your date to other couples.
- At the end of the second month we will need to have confirmed your wedding florals and we ask that 50% of the total be paid at this time. This will ensure that you are on our calendar and your wedding florals will receive our time and attention. If you are not ready to confirm your floral order at the end of the second month we will open your date to other couples.
- You will be billed the remaining 50% of the invoice two weeks prior to the event date, your \$200 deposit will be deducted from this invoice.
- A separate invoice will be generated for any labor costs one or two days after the event. On this invoice we will also include any cost for rental damages should they have occurred. Rented items will be checked for damages before they are picked up from the event site
- We will be happy to provide you with one sample item of your choice for orders over \$1,500. Items such as the Bridal Bouquet, Bridesmaid's bouquet, Boutonniere, or Centerpiece. This sample item will need to be paid for in full at the time it is requested. Sample cost will be deducted from your final invoice.
- Sales tax of 7.75% will be charged in California in accordance with Local & State Laws

#### **Additions, Changes & Cancellations**

- Any additions, changes or cancellations made 30 days or less prior to your event will incur additional fees as follows:
  - Additional items requested will be charged 20% more than their original cost.
  - Any change requests regarding the main florals, containers or style will be charged an additional 20% of the total invoice.
  - Any items cancelled will be charged at 30% of their original cost.
- Should you cancel your floral order we can refund up to 70% of your first payment before your second payment is made.
- Should a circumstance arise that is truly out of the couple's control (death, serious illness, etc) we will ask that the cost of flowers and labor be covered and the rest will be refunded.

**By check marking the box you are accepting our terms & conditions.**

We look forward to working with you and planning your floral dreams!