

# Preserve Your Flowers LLC

1515 West Deer Valley Road, Suite A109  
Phoenix, AZ 85027  
(623) 977-2010

## Custom Work – Design Selection

### Terms & Conditions

Preserve Your Flowers LLC is designing for you a Custom Preserved Floral Work of Art, created from your fresh flowers to remember your special moment. Each design is unique as the flowers and mementos you supply us with. Through a combination of science and art, we provide our clients with the Finest Quality Floral Displays to Enjoy. Preserve Your Flowers LLC has set certain terms and conditions to give you a better understanding of the Preserving and Design Process as well as the Payment Procedures.

This is your consent to allow Preserve Your Flowers LLC to create your preserved floral work of art using our best judgment. Preserve Your Flowers LLC is authorized to use whatever materials and techniques necessary to properly mount any mementos without regard to damage, staining, or reversibility.

\_\_ **Flower Preservation:** We do not preserve individual flowers or wedding bouquets. We Custom Design Keepsake Displays with the flowers we have preserved for you.

\_\_ **Bouquets Disassembled:** All Bouquets are disassembled so each flower can be individually pre-treated according to type of flower and color with solutions that shatterproof and open cell structure.

\_\_ **Flower Selection:** We select the best flowers after the freeze dry process to use in your designs. Flowers not used in the designs become the property of Preserve Your Flowers LLC.

\_\_ **Replacements:** Preserve Your Flowers LLC reserves the right to substitute matching flowers when needed due to damage of original flowers. Extra charges may occur for replacements. You will be notified if replacements are needed .

\_\_ **Color Changes:** Due to Mother Nature, flowers may change color slightly. Examples: Reds will turn a darker red or burgundy, some Pinks will turn Lavender, some Whites turn Cream. We cannot guarantee the flowers will maintain their original color. Color enhancement may be used.

\_\_ **Foliage:** Foliage tends to turn a silver green color in the freeze drying process. Color enhancement will be used on foliages. Ivy Foliages do not process well. If your Ivy foliages does not preserve properly, we will substitute with silk foliage at no additional charge.

\_\_ **Longevity:** I understand that Preserve Your Flowers LLC does not guarantee color or longevity of frames, glass, photographs, artwork, memorabilia or dried flowers or any other items. Flowers in your Keepsake Display will naturally change color tones over a period of time, taking on a more mellow Victorian shading.

\_\_ **Care:** Keep your Preserved Floral Design out of moist areas (i.e. bathrooms, kitchens, outside porches) and out of direct sunlight to prevent deterioration and pre-mature fading. To clean your frame use a cotton cloth and a non-ammonia cleaner.

\_\_ **Deposits:** Deposit on Wedding Flowers of \$150.00 is required at time of delivery and is non-refundable. The deposit goes towards the price of your Display.

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\_\_ **Keepsake Display Selection:** Selecting your Keepsake Display for your Wedding Flowers must be made within 30 days from date of delivery of your fresh flowers. Full payment is required at this time. You may make your Display Selection on Line or make an appointment to visit our Showroom and see the different designs and styles we have on display.

\_\_ **Appointments Cancelled or Missed:** If you miss your first appointment we will reschedule. There will be a \$15.00 fee to reschedule if you miss your 2<sup>nd</sup> appointment. If you do not want to reschedule please make your display selection on Line.

\_\_ **Completion Date:** The date your Keepsake will be completed is estimated at the time you select your Display (not from the time your flowers were delivered). The completion date is an estimate only. Preserve Your Flowers LLC reserves the right to extend completion dates.

\_\_ **Mementos:** If you are bringing or sending in mementos to add to your design, we must receive them within 30-45 days of your design selection.

\_\_ **Your Help in Creating:** Placement of Flowers and Mementos is at the sole discretion of our Talented Designers. However, if you would like to help in placement of your flowers and mementos a \$25.00 fee will be charged. If you miss your appointment you will still be charged the \$25.00 fee.

\_\_ **Email Pictures to Select Design:** If you would like to select your Design by email, two to three pictures can be emailed for your selection. A \$25.00 fee will apply.

\_\_ **Change of Address or Phone Numbers:** It is the customer's responsibility to inform Preserve Your Flowers LLC of any change of address or phone numbers.

\_\_ **Designs Completed:** Once your design is completed we will contact you only once by phone, email, or mail. Keepsakes must be picked up within 30 days. Please call to set an appointment for pick up. Any keepsakes not picked up after 60 days will be considered abandoned and will become the property of Preserve Your Flowers LLC. If abandoned, the keepsake can then be used for display purposes.

\_\_ **Damages:** I will not hold Preserve Your Flowers LLC responsible for loss of my flowers due to fire, storm, loss of electricity, flood, mechanical failure or any circumstances beyond Preserve Your Flowers LLC control.

\_\_ **Shipping:** We ship Shadowboxes and Dome Frames. We do not ship glass domes, glass containers, and glass tabletop squares and hexagons. If Keepsake is damaged in shipping, you must notify your carrier and Preserve Your Flowers LLC within 24 hours. Keep all packaging material. Any authorized returns must be insured for full value.

\_\_ **Freight Charges:** Freight, Handling and Packing Charges will be billed separately from your Keepsake Display Order. We will not know the amount until your Display is completed and boxed for shipping. Majority of Orders that need to be shipped will go United States Parcel Post Priority.. Adult Signature is required at time of delivery. Full insurance will be added to the shipment.

\_\_ **Images:** Your order serves as your consent to allow Preserve Your Flowers LLC or its representatives to use images created of your keepsake display for editorial, advertising, contest, and or exhibition usage.

\_\_ **Privacy:** Preserve Your Flowers LLC is committed to your privacy. We will not rent, sell, or distribute your name, address, email address, credit card information or other personal information. Your information will be used solely for the purpose of conducting business with you.

\_\_ **Legal Requirements:** In accordance with Arizona State Law Preserve Your Flowers LLC will not be held responsible for orders or items left beyond 60 days of completion. Under the Laws that govern the State of Arizona, any disputes or legal actions brought against Preserve Your Flowers LLC would be settled in Maricopa County, Arizona.

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Guaranteed Preserve Your Flowers LLC stands behind the quality of our work. If for any reason you have a problem with your keepsake after receiving it, please call us immediately so we can make arrangements to correct the problem. Workmanship and materials are guaranteed for 90 days from the date the keepsake is delivered. All repairs will be done at cost during this period (shipping not included). Damage due to mishandling is not covered by the warranty. After the warranty period we will be happy to make repairs at a reasonable cost.

## **Deposits and Payments**

### **Wedding Flowers:**

\_\_ **Deposit:** A **Deposit of \$150.00** (non-refundable) is required to reserve space in our freeze dryers. Deposits will be deducted from your overall balances (i.e. if you select a Keepsake display at the cost of \$400.00, the deposit of \$150.00 will be deducted from the price and the remaining balance due would be \$250.00. Tax will be due on the \$400.00).

\_\_ **Balance Due:** The remaining balance is due at time of Display Selection. As all designs are custom made, all sales are final, and payments are non-refundable.

\_\_ **We accept Cash, Checks, Visa, and MasterCard.** Returned checks will be charged a **\$45.00 NSF fee.** If we received a NSF Check, all future payments will need to be made by cash.

**All Sales are final.**

### **Other Flowers:**

\_\_ **Payment Due:** Keepsake Display Selection and Full Payment is due at time of fresh flowers being delivered.

\_\_ **We accept Cash, Checks, Visa, and MasterCard.** Returned checks will be charged a **\$45.00 NSF fee.** If we received a NSF Check, all future payments will need to be made by cash.

**All Sales are final.**

### **Gown Preservation:**

\_\_ **Payment:** Full payment is required at the time you deliver your gown to us for cleaning and preserving.

\_\_ **We accept Cash, Checks, Visa, and MasterCard.** Returned checks will be charged a **\$45.00 NSF Fee.** If we received a NSF Check, all future payments will need to be made by cash.

**All Sales are final.**

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**Third Party Orders: If you are delivering the flowers and you are not the owner of the flowers you take the responsible on behalf of the owners in making this agreement and informing the owners of the terms and conditions of this agreement.**

**I have read and understand all the terms and conditions of this agreement, received a copy and have the authority to give Preserve Your Flowers LLC permission to disassemble the flowers and create a Keepsake Display. By signing below you are placing an order and are accepting these terms and conditions. Deposit and/or Full Payment is due immediately.**

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Print Customers Name (Used on File. Please use married name for brides)

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Print Third Party Name

**I have read and understand the Terms and Conditions:**

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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