

## **Leigh Florist, LLC. - Floral Preservation Terms & Conditions**

Dried and Preserved flowers and botanicals are products of nature and can present variables in our custom floral art. The quality of your preserved and dried product will vary based on the conditions in which you have presented it. Each design is as unique as the flowers and mementos you provide to us. Through a combination of science and art, we provide our clients with the finest quality dried floral designs.

### **DEPOSIT & FINAL PAYMENT**

A deposit of \$300.00 is required for all custom size shadow boxes. A deposit of 100.00 is due for all terrarium designs. The Deposit payments are required at time of reservation or drop off. Your final balance will be due 4 weeks after completion notification.

Third Party Orders: If you are delivering the flowers and you are not the owner of the flowers, then you take responsibility on behalf of the owners in making this agreement, paying the deposit and informing the owners of the terms and conditions of this agreement.

### ***DRYING & DESIGN PROCESS-***

The entire drying process takes between 12-14 weeks to complete.

Upon receipt of your bouquet, we remove all flower heads from the stems. Each and every flower and leaf will be treated individually after removed from the stem. Once we disassemble your bouquet, flowers will be assessed and checked for quality issues. If any concerns occur, we will contact you for reasons such as mold is present and recommend which flowers need replacement.

The Process- All bouquets are disassembled in order to dry each flower individually to ensure 100% moisture removal. The Flower blooms will be cut from the stem for proper drying.

Assessment- After we disassemble the bouquet, we complete a quality check on all blooms. If there are any signs of mold or significant bruising, we will contact you to inform you that certain flowers will need to be replaced.

**FLOWERS THAT DO NOT DRY-** are tulips, gardenias, stephanotis, succulents, orchids (certain varieties), daisies, birds of paradise, anthurium, green plants and certain filler flowers - these blooms may need to be replaced with artificial blooms.

When designing your arrangement, we will need to secure and permanently adhere all items into your design to ensure their secure placement. If there are any items that you wish to use for any purpose other than the shadow box, we recommend not including them within your shadow box.

### **DESIGN PROCESS-**

Choose your design style & SIZE-

Within one month from the day we receive your flowers, you will need to select your design options (frame and design). You can make these selections via email, phone or you can setup a consultation to come in and meet with us to discuss options. Please plan to provide any mementos, invitation, photos should be provided within 30 days if you. The Mementos that can be included will be determined by the design size chosen.

### **ALL FRAME ORDERS ARE FINAL**

Once you have confirmed your frame and design size you have finalized your order. Any change requests regarding your frame or matte will be subject to a restocking fee.

### **FLOWERS IN YOUR DESIGN-**

After DRYING- We will select the best flowers available to use in your custom design.

Leigh Florist, LLC. Reserves the right to substitute with matching flowers if needed due to damage of original flowers. Leigh Florist shall not be liable for any additional damages.

Colors- During the drying process, Leigh Florist cannot guarantee that flowers will retain their natural color. Color enhancement will be used if necessary. In the 3D shadow box the flowers will appear as a dried or dehydrated version of their original shape and size. Colors will vary from the original tones. For instance, white flowers tend to turn an ivory shade, while purples and oranges tend to deepen dur-

ing the drying process. Certain shades of yellow will darken and reds may turn a shade of plum.

Due to the nature of the product, we cannot guarantee the quality of the blooms. If lack of response or communication for 3 months or more, we will officially consider your flowers abandoned, therefore becoming property of Leigh Florist.

### **MOMENTOS & NON FLORAL ITEMS-**

**Please plan to provide any items for your design within 30 days of deposit.**

Items that we can include in your shadow box include your bouquet, boutonniere, invitation, rosary, jewelry, hair comb and/or garter or any other lightweight item. The size of the shadow box will determine how many items you can include within your design.

Due to the fragility of the dried flowers in your shadow box, we do not include items such as heavy frames around photos or invitations, glass items such as champagne glasses, or any other heavy or breakable items.

### **SHIPPING WAIVER-**

We are not responsible for any damage or failure of product after the product leaves our premises.

For shipping orders- For an additional fee, we provide return shipping to the continental US. by utilizing a national shipping company. We will pack and insure your return shipment is securely packaged. If you wish to use your own method of shipment, you (or a friend or family member) are required to pick up the arrangement from our location before arranging your method of shipment.

### ***CHANGES, CANCELLATIONS***

We will not be responsible for loss of flowers due to reasons including mold, flood, acts of God, National Emergencies, acts of war or travel regulations and restrictions.

Due to the nature of flowers, all sales are final and non-refundable.

After 160 days, any finished keepsake abandoned will become the property of Leigh Florist, LLC to be used for displays or samples at our own discretion.

It is the customer's responsibility to inform Leigh Florist of any changes to their contact information (phone number, address and/or email address).

### ***Returns/Refunds/Exchanges***

All custom dried and/or preserved products and services are non-returnable and non-refundable.

All Frames are custom ordered once you have made your decision. Any change requests will incur additional labor and/or restocking fees.

### **FINISHED DESIGN CARE & DISPLAY**

Leigh Florist does not guarantee color or longevity of frames, glass, photographs, memorabilia, dried flowers or any other items. Color antiquing will naturally occur overtime, taking on a more yellow Victorian shading.

Keep your preserved floral design out of moist areas (bathrooms, kitchens, outside porches, etc.) and out of direct sunlight to prevent deterioration and premature fading. To clean your frame, use a cotton cloth and a non-ammonia cleaner.

### **LOST COMMUNICATION**

If we have attempted to contact you (by phone and/or email) to make your design selections and have not received a response within 3 months of your flower drop off date, your flowers will be considered abandoned and will become property of Leigh Florist, LLC.

ADVERTISING- We reserve the right to use photographs of your keepsake or any portion thereof for marketing and advertising.

For any questions please contact us: [events@leighflorist.com](mailto:events@leighflorist.com) 856 547 1090

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