

Terms and conditions for flowers preservation services

1. Securing deposit:

- A non-refundable securing deposit is required to reserve your date for the flower preservation services

2. Postage instructions:

- Full instructions regarding the postage process will be provided. Customers must follow these instructions when packaging and sending their flowers.

3. Processing time:

- The preservation process can take up to 6 months or longer during peak periods. The drying and curing of flowers, especially with toxic resin, require meticulous attention to ensure safety and quality.

4. Safety measures:

- The resin used in the preservation process is toxic. No order will be released until we are certain that it is completely safe for customers.

5. Colour changes:

- Customers should be aware that flowers may undergo colour changes during the preservation process. While some flowers retain their original colour, others may undergo slight changes. We strive to maintain the flowers' original appearance as much as possible.

6. Flower condition:

- If flowers are in a less-than-optimal condition upon receipt, efforts will be made to restore them to their original state. In some cases, colour correction may be applied.

7. Design confirmation:

- Customers will receive a design proposal before the final stage process begins. Confirmation is required before proceeding.

8. Personalisation:

- Personalisation options are available. Customers must confirm the delivery date, and the main payment is due upon finalising the order after receiving the flowers.

9. Payment and invoices:

- No full payment is required until the final order is confirmed after receiving the flowers. Invoices will only be sent after flower reception. Amendments are allowed before the design process begins at no extra charge.

10. Shipping costs

- All shipping costs will be calculated once the order is ready to ship. Shipping prices may vary based on package size, weight, and delivery location. Customers are responsible for any applicable taxes, customs, or import fees.

11. Warranty & care

- Our products come with a one year warranty covering defects in materials or workmanship. This warranty does not cover natural colour changes, fading, yellowing of resin, or damaged resulting from not following care instructions (e.g. exposure to direct sunlight, harsh chemicals)

12. Communication:

- We are committed to open communication and ensuring that your forever keepsakes are created with the utmost care and skill. We are always available to address any concerns or queries.

By ticking the checkbox, I acknowledge that I have read and understood the terms and conditions outlined above. I agree to comply with the specified procedures and timelines. I understand that the securing deposit is non-refundable.