

# **YOUR WEDDING BOUQUET PRESERVATION** **KEEPSAKE**

To help give you a better understanding of the freeze-drying floral preservation, We have created these terms and conditions of your custom preserved floral work of art especially designed for you, created with your fresh flowers. Each design is unique because each floral creation is unique.

\*Upon receipt of these terms, you are giving your consent to Lori's English Gardens, to create a preserved work of art using our best judgment with your flowers. It is also a consent to allow Lori's English Gardens or its representatives to use ***images*** created of your keepsake display for editorial, advertising, contest or exhibition usage.

\*All bouquets are photographed from several angles, then disassembled so each flower can be individually pre-treated with solutions that shatterproof, set natural color, and open cell structure. We select the best flowers after the freeze dry process to use in your designs. Flowers not used in the designs then become the property of Lori's English Gardens. We reserve the right to substitute matching flowers when needed due to damage of originals. Due to the variability of flowers, some colors may change slightly. Color enhancement may be used. Fresh foliage such as ivy or leather leaf fern will be substituted with silk foliage at no additional charge. Due to the cell structure of most greenery this is necessary because fresh greenery tends to "curl" and wouldn't lie flat in the design. To note also is the fact that certain flowers that are bulb-variety, such as calla lilies and tulips and some orchids are made primarily of water, therefore the majority of their perceived color is in that water make-up. Due to this fact, they generally have to be color enhanced once they have been through the freeze drying process.

\*A beginning deposit of \$100 is required at time of drop off of your bouquet with the remaining balance due when the decision is made as to what style and size frame to use for the final product. That way when the project is finished, there is no remaining balance and you simply pick it up!

\*The freeze-dry machine is a large piece of equipment, therefore at times it takes several weeks until it is "ready" to begin cycle (because the machine will be fully loaded). Therefore your keepsake could take several weeks to complete. At the time of drop-off, the attendant should be able to give you an approximate time of completion date. You will be notified by phone or mail of the cycled flowers and at that time you will be asked for remaining balance and frame selection.

\*All frames must be picked up within 3 weeks of completion. Any keepsakes not picked up will be considered abandoned and become the property of Lori's English Gardens. If abandoned, the keepsake will then be used for display purposes.

\*In the event of an act of nature, loss of power or machine failure, our liability is limited to refund of the customer's deposit and any payments made toward the finished product.

\*We do not ship any glass containers, domes, or glass tabletop creations. If keepsake is damaged in shipping, you must notify your carrier and Lori's English Gardens with ***24 hours***. Keep all packaging materials. Any authorized returns must be insured for full value.

\*Lori's English Gardens 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 in this warranty, so please read the care instructions carefully! After the warranty period, we will be happy to make repairs at a reasonable cost.

**CARE INSTRUCTIONS:**

\*Flowers will change a bit of color tone over time, taking on a more mellow Victorian-style shading. ***Keep your preserved keepsake out of moist areas!*** Such as bathrooms, outside porches and kitchens. ***Also keep it out of direct sunlight!*** To prevent deterioration and premature fading.

\*Your dome is made of a specially treated plexi-glass so ***never clean with ammonia glass cleaner! Always use a NON-AMMONIA glass cleaner!*** Such as Nu-way which can be purchased at Lowe's or Walmart, for instance. ***Never use paper towels to apply cleaner, instead use a soft cloth!*** Such as cheesecloth.

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