EVENT FLOWERS GUIDELINES

Thank you for considering Heart Blooms Floral Designs for your special celebration! Here are some guidelines regarding our policies for you to review prior to placing your order with us. I look forward to our phone visit for your complimentary floral design consultation!

About Floral Design Consultations: *These usually last about 15-30 minutes. We will discuss your floral desires for your event, any special requests for colors, flowers and designs along with your floral budget and pricing.*

Ordering & Reserving Date: *After the consultation, you will receive a detailed invoice of your event flower order along with final pricing. If you'd like to place your order, simply click on pay invoice and make your deposit. Once deposit is paid, you will receive a confirmation email that your order is in our design studio and your event date is reserved.*

Design Preview/Schedule Delivery: *I will contact you 1-2 weeks before your event to present a design preview (applies to specific events, to be decided during consultation) and set a time for delivery. In the meantime, feel free to contact me with any questions.*

Delivery Information: *We provide complimentary set up & delivery by appointment for Event Flowers.*

Event Flowers Payment Policy*: A 50% deposit is due when order is placed. Once deposit is paid, your order is in our design studio and your event date is confirmed. Balance is due 30 days prior to event date. If event date is within 30 days, payment in full is due at the time order is placed.*

Event Flowers Cancellation Policy*: We understand sometimes plans change, and we do our best to make accommodations for our clients if this occurs. If you need to cancel your event flower order, you may apply the full amount of what you've paid toward another date, or request a refund.*

Event Flowers Refund Policy: *All payments made are fully refundable up to 14 days prior to scheduled event. On cancellations within 14 days of event date, a supply fee for what's been purchased for your flower order will be deducted from your refund amount. Contact us asap if you need to cancel your event flower order.*

If you request a refund, we will issue a credit promptly, however, processing time for refunds depends on individual banks, so please allow 3-5 business days for your credit to be applied.

Thank you,

Bonnie Sieburg, Floral Design Artist/Owner of Heart Blooms Floral Designs
214 ·218 · 0841 · heartbloomsfloraldesign@gmail.com
www.heartbloomsfloraldesigns.com