



CHERISHED BLOOMS

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Terms and Conditions for Wedding Flower Preservation Service

1. Introduction

This document outlines the terms and conditions for our wedding flower preservation service. By engaging our services, you agree to these terms. Please read them carefully before booking.

2. Definitions

"Client" refers to the individual seeking to preserve their wedding flowers/bridal bouquet.

"Service" refers to Cherished Blooms' Wedding Flower Preservation Service.

"We," "Our," and "Us" refer to Cherished Blooms.

"Agreement" refers to the terms and conditions outlined in this document.

3. Service Description

Cherished Blooms specialises in preserving wedding flowers and bridal bouquets. Our service includes the drying, framing, and display of these flowers to create a lasting keepsake. The process may vary depending on the type of flowers and client preferences.

4. Booking and Payment

4.1 Booking

Clients must provide accurate information regarding their wedding date, flower preferences, and other relevant details. A booking is only confirmed once Cherished Blooms has reviewed, accepted, and confirmed the booking date and the non-refundable deposit has been received.

4.2 Payment

A non-refundable AUD \$450 deposit is required to secure a booking. The remaining balance is due upon completion of the preservation process.

4.3 Final Payment

Completed work will not be released or delivered until full payment has been received.

5. Flower Handling

5.1 Delivery

Clients must arrange delivery or collection of flowers with Cherished Blooms (ahead of the wedding date if possible). Delivery options include courier services or in-person drop-off. Clients are responsible for courier fees if applicable. Cherished Blooms can provide packing instructions upon request to help flowers arrive in the best possible condition.

5.2 Condition of Flowers

Flowers should be delivered in good condition. Fresher flowers produce better preservation results, and Cherished Blooms recommends organising delivery of flowers as soon as possible following the wedding. We accept no responsibility for the condition of flowers on arrival, if delivered via courier. If flowers are too damaged or deteriorated for preservation, we will inform you before beginning the process. In such cases, the preservation process will be terminated, and no further fees will apply.

6. Preservation Process

6.1 Processing Time

The preservation process typically takes 4 to 6 weeks but may vary based on the arrangement's complexity, flower types, and Cherished Blooms' current schedule. An estimated completion date will be provided upon receipt of flowers.

6.2 Quality Assurance

While we strive for optimal preservation, some flowers may respond differently to the process. Variations in colour, size, or condition may occur, and some blooms may become too fragile for inclusion.

6.3 Bouquet Deconstruction

Bouquets are fully deconstructed to ensure the best drying results. Each flower and foliage piece is carefully separated and dried individually. This process allows for optimal preservation but means that the bouquet cannot be preserved exactly as it was originally arranged.

6.4 Permanence

Once preserved flowers are framed, they become a permanent display. Removal from the frame will not be possible without causing breakage or damage to the arrangement.

7. Shipping and Pickup

7.1 Shipping

Clients requesting return shipping are responsible for the courier fees. These fees will be estimated and agreed with you prior to sending. Cherished Blooms will securely package items but is not liable for shipping damage during transit.

7.2 Pickup

Drop-off can be arranged upon completion of the preservation process for some local areas within the Gold Coast. Alternatively, you can also discuss pickup options with Cherished Blooms if required.

8. Cancellations and Refunds

8.1 Cancellations

Clients may cancel their booking, but the deposit is non-refundable.

8.2 Refunds

No refunds are offered once the preservation process has started, as it is a custom service.

9. Liability

Cherished Blooms is not responsible for damage, loss, or deterioration of flowers once in our care. Liability is limited to the cost of the service provided.

10. Privacy

We are committed to protecting your privacy. Client information will not be shared without consent.

Use of Photos

With your permission, we may feature photos of your preserved bouquet and those you share with us in our website gallery, social media page or promotional materials. You can opt out by informing us.

11. Force Majeure

Cherished Blooms is not liable for delays or failure to perform due to circumstances beyond our control, including natural disasters, pandemics, transportation disruptions, or government regulations.

12. Intellectual Property

All designs and photographs created by Cherished Blooms remain our intellectual property and may not be reproduced or used for commercial purposes without prior written consent.

13. Dispute Resolution

In the event of a dispute, both parties agree to attempt resolution through mediation before pursuing legal action.

14. Changes to Terms and Conditions

Cherished Blooms reserves the right to amend these terms at any time. Updates will be posted on our website.

15. Contact Information

For inquiries or concerns, please contact us at:
Cherished Blooms, cher@cherishedblooms.com