



## *Everlastings at the Orchard*

2634 Smeltzer Road

Marion, Ohio 43302

740-389-3019

## Terms and Conditions Contract

1. Your order serves as your consent to allow Everlastings at the Orchard to create your display using their best judgment, within your selections.
2. Flowers will change color tones while free-drying and over a period of time. Whites become creamy and reds become a little darker. Color enhancement may be used.
3. Everlastings reserves the right to substitute matching flowers when needed due to damage of original flowers. You will be contacted prior to if additional charges may occur.
4. Flowers not used in designs will become the property of Everlastings.
5. Everlastings is not responsible nor can be held liable for spoilage due to acts of God (i.e. power outages) or mechanical failure beyond their control.
6. Everlastings liability is limited to 100% of keepsakes cost paid.
7. Deposits are non-refundable and will be deducted from your overall balance.
8. A \$50 non-refundable deposit is required to reserve space in the freeze-dryer prior to your wedding date or when flowers are dropped off with no prior reservation.
9. Displays must be ordered within 2 weeks of dropping off flowers, at which time one half of balance is due.
10. Orders must be picked up within 3 weeks of completion, at which time balance is due in full. A \$25 late fee will be charged on all orders not picked up within 3 weeks of completion.
11. 45 days after completion all moneys and flowers are considered abandoned. They will become the property of Everlastings.
12. We accept cash, money orders, personal checks ( a \$25 fee will be added to your balance for insufficient funds), and Visa/MasterCard.
13. Proper care of your flowers is vital to their longevity. They must be kept out of high moisture areas (i.e. kitchens and bathrooms) to prevent deterioration and they must be kept out of prolonged exposure to direct sunlight to prevent fading. Also do not store your flowers in areas that get extremely hot or cold. Use only Novus #1 cleaner on acrylic domes and apply with a soft cloth.
14. Everlastings stands behind the quality of our work. If for any reason you have a problem with your keepsake after receiving it, please be sure to 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 no cost during this period (shipping not included). Damage due to mishandling is not covered by this warranty. For damage or any work done after the warranty period, we will be happy to make any repairs at a reasonable cost.

I have read and understand all the terms and conditions of this contract, received a copy and have the authority to give Everlastings at the Orchard permission to disassemble the flowers and create a keepsake under glass or acrylic.

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Customers name used on file (please use married name for brides)

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Authorized signature

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Date