



Quote Acceptance / Terms & Conditions

The Quote Process

Your quote for wedding flowers from Flowers By Lorey is valid for 30 days. This timeframe is determined by the date stamp on the original email you receive with your quote attached. On the date that you receive your wedding flower quote, your wedding date is available for booking. Please be aware that bookings quickly fill up, especially at peak seasons. We request that you email or phone to ensure your date is still available before payment of your deposit. We accept no responsibility if you have a valid quote and wish to book, but your date has become booked out. Bookings will not be held without a deposit. A \$400 non-refundable deposit is required to secure your date. By paying the non-refundable deposit you are: accepting the quote, agreeing to the items listed on the quotation and are accepting our terms and conditions. The deposit is credited toward the balance of your wedding flowers. The remaining balance is required in full, 30 days prior to your wedding date. Should a quote be requested 6 weeks or under from the event date - Full payment will be required upfront to secure the booking.

Consultation

After booking, you are entitled to a free consultation with Flowers By Lorey with one of our qualified staff; at which time they will discuss with you in detail all the floral requirements for your wedding/function. This is an in depth consultation where all the items required for your wedding are discussed including colour themes, style, delivery, booking and payment, they will provide you with professional advice and opinions during this time. During your consultation we welcome any pictures, colours, mood boards, and fabric samples - anything you have and would like to bring to help us gain a clear understanding of the style of your wedding. You are more than welcome to email at anytime with any changes or queries you may have. A final appointment/consultation can be made between 4 - 6 weeks prior to the event date, should one be required. If charges are applicable, they will be added to the final costing.

Cancellations/Amendments

Amendments

You may make amendments to your order at any time before 4 weeks prior to your wedding date. All amendments may only be made by the Bride or Groom.

Cancellation of the wedding/function date:

Should you need to cancel your booking, you will need to notify us in writing as soon as possible. We are happy to offer to transfer your booking to another date, subject to availability, with a minimum of 60 days' notice. Cancellations after that time frame ie: 60 days from the date of the wedding, will incur a 50% cancellation fee. Cancellations 2 weeks prior to the wedding date are required to be paid in full by the due date. No monies paid will be refunded.

Cancelling part of your order:

Upon accepting the estimate, you are accepting the items and agreeing to the value listed on the estimate. Should you need to reduce or cancel items, we are happy to do so, However, no reductions can be made from 30 days prior to the event. Please also note that the final total may not be reduced by more than 50% of the original agreed upon estimate.

Postponing the wedding/function date: Should you need to change the date or postpone the date of the wedding; you will need to inform us in writing. Should the "new" date be available, we will confirm with you in writing. Should the date not be available, you will forfeit your deposit.

Flower selection

Flowers By Lorey provides a detailed estimate that outlines the type of flowers that will be used in your wedding flowers. Flowers By Lorey will endeavour to reflect the style, colour and shape as detailed in the estimate and pictures to the best of our ability. It is important that the Client understands that individual flowers, bouquets and arrangements all vary to some degree. Their individuality is what makes them unique for you alone. All attempts will be made to provide the colours and types of flowers and materials requested. However, please understand that flowers and other floral materials are seasonal and that seasons vary. Sometimes the items requested are not available. Substitutes will be similar (as close as possible) for flowers and floral materials, and if they are significantly different contact will be made with the bride to seek any further instructions. Where photos have been provided by the client, and inserted into the estimate – these images and flowers within the images are used as a guide only. Please be aware that a lot of web based images are edited and colour altered to make an attractive picture – not all the colours are a true reflection of what occurs in nature. We do not replicate other florist's work exactly and as we are working with nature, we are not in control of seasonal changes or availability.

Please note that a lot of floral material is imported from overseas countries and therefore can be unpredictable. Substitution decisions are sometimes required to be made quickly – due to air freight, supplier and transportation requirements. Flowers By Lorey reserve the right to make substitution decisions based on the prior conversations and emails with the client, and use our knowledge of the clients overall theme and colour scheme to provide a substitution that maintains the overall look and style the client wishes. Flowers By Lorey also reserves the right to substitute a requested flower with another of similar design, colour and equal value, should circumstances beyond our control require so – and also if such products do not meet Flowers By Lorey's high standards of product quality.

Minimum Order

Flowers By Lorey requires a minimum order of \$1500 for delivery and set-up of wedding and offer a pick up option for weddings that fall below the minimum.

Sizing guidelines

Where measurements have been provided for bouquet and floral arrangements, this sizing is a guide only. Floral arrangements and bouquets are created using flowers that vary in size and shape throughout their natural season. This can affect the sizing of the products we provide, making bouquets and arrangements slightly smaller or larger. Flowers By Lorey accepts no responsibility for variations in size.

Delivery & Venue Set Up

Delivery

Flowers By Lorey delivery and set up fee includes delivery of personal florals to one address. Should you require the delivery of bridal flowers, buttonholes, centrepieces etc. to be completed to separate individual locations – additional delivery fees will apply. Prices for multiple deliveries locations need to be discussed with your consultant. Delivery fees will be outlined in your estimate. If your wedding is on a Sunday and you require delivery, we have an increased delivery rate to cover the additional staff wages and minimum 3 hour shift requirements. Please discuss this with your consultant so they can quote accordingly. All bookings are different and typically, will be arranged on a case-by-case basis. As a general guide, deliveries are made prior to the photographer arriving to ensure they are available for “pre-wedding” pictures. You should allow 30 mins either side of the scheduled time for delays that may occur which are out of our control. The delivery details including addresses are confirmed 2 weeks prior to the wedding/function date. It is your responsibility to ensure we have the correct delivery details.

In the event that there is no person available to receive the goods, the goods will be left in a safe place and we will contact you to advise where the goods have been left. If there is not safe place to leave the goods, they will be returned to our premises and you will need to arrange pick up of goods. We will decide whether or not it is safe. Should your goods need to be re-delivered, you will be required to pay another delivery fee prior to dispatch. Approx 14 days/ 2 weeks prior to your wedding, you will be contacted to confirm your delivery times and location. You will need to provide us with a suitable address, timeframe and contact person and their phone number. Please note that the contact person you provide will be the person we seek at the time of delivery – this person will be responsible for accepting florals on your behalf and by accepting are agreeing that you are happy with the flowers, the style, freshness and all factors obtaining to the items delivered. Should you wish for this to only be you, please advise so. Should someone be appointed as our delivery contact person, they will be acting on your behalf and signing on your behalf.

Set Up of Ceremony & Reception

We will set up as quoted and outlined to your specific destination as is stated in your invoice. Flowers By Lorey will confirm delivery and set up times with the venue. We will require full access and appropriate working conditions in order to fulfil our order. Should we be denied access, be delayed by the venue or any other supplier on the day, be presented with unsafe or hazardous working conditions, we will complete everything to the best of ability. However, in extreme circumstances, if we cannot complete the job, due to no fault of our own, we will leave the products at the venue. Should other last minute decisions be made due to any unpredicted circumstance, you will be advised, as will the venue manager and the issues relating to the decision. Flowers By Lorey are not responsible for items once delivery has been completed.

Pack up and disposal of florals

Pack up of all florals and all related items are the responsibility of the couple unless arrangements have been made with Flowers by Lorey to complete a bump-out at additional cost.

Hire items

All hired items, such as vases and arbour, as outlined in your invoice, are the responsibility of the hirer from the point of delivery /pick up to the time the item is returned. Hire items are to be returned by the following Friday after the wedding date. Should any items be lost, damaged or stolen it is the responsibility of the hirer to pay for the replacement. The cost will be charged at full retail replacement cost + GST+ freight. Payment is required within 48 hours of return date. All hired items are to be returned clean, washed and in the original containers provided. We require the credit card details of the Hirer as a security. If the hired items are not returned on the outlined date then Flowers By Lorey will contact the Hirer in an attempt to have them returned. If the items are not returned within 48 hours from this attempt at contact – the full replacement value will be charged to the credit card provided. If the hired items are returned unwashed/dirty – the Hirer will be given 24 hours to rectify and return or be charged a cleaning fee of \$5 per vase/ hired item for cleaning. If the items are returned by someone other than the Hirer – and they are returned unclean – the same rules will apply. It is the Hirer's responsibility to ensure the terms and conditions are adhered to.

Supplying your own items

For clients wishing to supply their own ribbons for bouquets, the ribbon is to be delivered to us at least 2 week (14 days) prior to your wedding in a bag or envelope with your name and wedding date clearly marked. Should you wish to supply your own vases – please ensure they are all clean and have all unwanted stickers and labels removed. Vases are to be delivered to Flowers By Lorey at least 2 weeks (14 days) prior in a box that is clearly marked with your name and wedding date. If vases are dirty, have sticky labels attached etc – Flowers By Lorey will charge a \$2 per vase cleaning fee. We also reserves the right to not use provided items if they do not reflect the high standards held by Flowers By Lorey.

Privacy

All your personal details are to be treated as confidential information and will not be disclosed under any circumstances to other parties, without your written authority.

Payments

Flowers By Lorey prefers all payments to be made via direct deposit.

Please make all payment to:

Account Name: Flowers By Lorey

BSB: 062804

Account Number: 10256921

Ref: name & invoice number

Please contact Flowers By Lorey to advise payment has been made.

Credit card payments are also accepted. Please note all credit card payments incur an additional 2.2% transaction fee of the total invoice amount. This will be charged to you via invoice. No further fees apply. Final/full payment is required 30 days prior to event date. Flowers By Lorey will not guarantee supply of floral materials if payment is received after this date. Only when final payment has cleared will flowers and/or materials will be ordered.

Other

In the event of fire, natural disaster, tragedy or other emergency, Flowers By Lorey will credit the amount to another day, minus any costs incurred up to the time client notifies Flowers By Lorey.

You agree and acknowledge that Flowers By Lorey is not responsible or accountable for:

- Any personal injury resulting in the use of goods supplied to you, or on behalf of you.
- Staining of garments or furnishings from artificially coloured flowers.
- Flowers quickly perishing from extreme weather or incorrect storage after delivery or set up.