



FLORAL EXPRESSIONS BOUTIQUE

252 Calef Highway, Epping, NH 03042
Phone: (603) 775-3776

floralexpressionsboutique@comcast.net
www.floralexpressionsboutique.com

EVENT CONTRACT TERMS & CONDITIONS

PAYMENT

1. In order to secure services and reserve your date a nonrefundable, nontransferable Retainer Fee of \$500.00 is required and will be applied to your order. **Payment of the Retainer Fee is considered your acceptance and agreement with the terms and conditions in the contract.** The Retainer Fee is nonrefundable, nontransferable, and cannot be applied to other purchases from Floral Expressions Boutique, LLC.
2. One half of the remaining balance is due 60 days prior to the event date.
3. The remaining balance is due 30 days prior to the event date.
4. Payments can be made in the form of a money order, bank check, cash or personal check made payable to Floral Expressions Boutique, LLC. Payments by mail should be sent to: Floral Expressions Boutique, 252 Calef Highway, Epping, NH 03042

CHANGES

1. Changes to the original flower order resulting in additional charges must be paid in full at the time of order. If additional items are ordered after your final payment, they must be paid prior to delivery.
2. Alterations to the original order will be accepted up to 14 days prior to event date unless other special arrangements have been made and agreed upon by all parties.
3. There is no guarantee that the same flowers will be available for additional orders made less than two weeks prior to the event. Color and style will be matched as close as possible.

CANCELLATIONS & REFUNDS

1. By signing this contract, the purchaser understands this is a custom flower order and agrees to its contents as a whole. If payment is not made in full by the payment schedule specified and the purchaser has not requested cancellation this work order will be canceled, and all payments forfeited.
2. Requests for contract cancellation are to be made in writing.
3. Cancellations requested within 30 days before the event date will forfeit full repayment.
4. Cancellations made more than 30 days before the event but less than 60 days, will receive a 25% refund of payments made, excluding the nonrefundable, nontransferable Retainer Fee.
5. Cancellations made 60 days before the event or earlier will receive a 50% refund of all payments made, excluding the non-refundable retainer fee.
6. There are no refunds for cancellations of individual items on the order after this contract is signed. Should an individual item be canceled, the flowers and/or cost for those items will be utilized to upgrade other arrangements purchased.
7. In the event of fire, natural disaster, tragedy, or other emergency which prevents Floral Expressions Boutique, LLC from meeting their obligations under this contract, liability is limited to full refund of all monies paid excluding the nonrefundable, nontransferable Retainer Fee.
8. Floral Expressions Boutique, LLC reserves the right to cancel this contract if at any time we feel that the purchasing party is not meeting their obligations under this contract. In this event, any refund will be made according to the refund schedule above, excluding the nonrefundable, nontransferable Retainer Fee.

QUALITY

Floral Expressions Boutique is given the right to make creative changes to your floral designs to improve the appearance of your event.

SUBSTITUTIONS

1. Floral Expressions Boutique will do everything possible to prevent flower substitutions.
2. We reserve the right to make substitutions in the event the flowers we receive are not of sufficient quality for your event. Should this happen, the integrity of the proposed color scheme and style will be preserved, and flowers of equivalent value will be used.
3. We will notify you of any major changes.

RENTALS

All rental items must be returned to Floral Expressions Boutique at the conclusion of the event. Should any rental items not be returned or returned damaged, additional fees may be applied.

OUR COMMITMENT TO YOU

- Floral Expressions Boutique will provide all the services specified in your event proposal and will work with you if any adjustments need to be made.
- We guarantee our presence at the venue at the times specified on your summary.
- Our goal is your complete satisfaction.
- Please notify us of any concerns or changes as soon as possible.

We welcome your feedback and look forward to hearing from you soon!