

**We know nobody likes reading terms and conditions, but we want to make sure you know all the pertinent info to ensure you have the best possible experience. We promise to make it short and sweet!**

### **1. Subscription orders:**

\* Flower Plot orders require a minimum subtotal order of \$30.00/month with a minimum subscription of 3 months or more (\$90.00 total plus applicable taxes)

\* Subscriptions range from 3-12 month plans

\* Participation in the "Refer-a-Friend" program applies only to the 3 month subscription plan with a new referral required per 3 month subscription plan to qualify.

### **2. Cancellations:**

Cancellations can be made at any time with a minimum 30 days' notice

Cancellations within 7 days of anticipated delivery date will not be eligible for a refund for that month.

This cancellation policy is due to the fact that flowers are pre-ordered far in advance and are unable to be cancelled short notice. They've already been reserved for you at the farm and may already be in transit to the warehouse. Cancellations must be sent via email: ([flowerplot@icloud.com](mailto:flowerplot@icloud.com)).

### **3. Substitutions:**

Flowers are a perishable product and are subject to a variety of factors that affect their availability (e.g. growing season, seasonality, drought). Given supply claim dynamics, on the rare occasion, Flower Plot may have to make changes and/or substitutions to your order which may include changes to flower types, sizes, and color hue. The required substitutions may not be known until your delivery date. For all major changes, we will make every effort to reach you before shipping (by phone, texting, and/or email) to provide options for you to approve. If we can't reach you, it is up to our discretion whether we will send a suitable substitute or issue you a credit.

### **4. Delivery/Shipments:**

Delivery/Shipments are included in your subscription plan and generally occur on a specific date during the month to coordinate with other subscribers in the geographic area. If a customer requests any "Add-Ons" to their individual plan then the request will be facilitated on the next delivery day for that area. Flower Plot is not responsible for stolen or damaged flowers, pots, planters or shepherd's hooks being left outside or unattended.

Flower Plot aims to facilitate all requests as quickly as possible; however, in the event that it's not possible, it is recommended that you request any changes to your flower arrangements 7 days before you need them. Note that on the day of your shipment, flowers may arrive up until 5 pm that day.

### **5. Reasonable and Expected Loss:**

Since you're purchasing a bulk, wholesale product, not every bud will be perfect and you should expect a small amount of stem breakage or lackluster blooms.

For minor losses considered within the normal range (e.g. 2-3 stems in your entire order) refunds will not be considered, for any quality issues outside of this range, please see our claim section pertaining to this topic.

### **6. Claims:**

We pride ourselves on our high customer satisfaction and want to make sure you're happy! If anything about your order doesn't meet your expectations or there are quality issues, it's important that you contact us within 12 hours so we can do our best to rectify the situation – either by replacing the product in time for your event or issuing a refund. Note that we do not issue refunds for slight color variations or minor stem breakage or spoilage (e.g. 2-3 stems in your order).

If you have any quality issues with your order, do not throw away your flowers until we've connected on next steps, the approach to follow is:

Follow normal processing directions (cut the ends with pruners, not scissors, and place in clean cool water)

Take photographs of the affected blooms by themselves, plus take a photo of the entire bunch.

For any claims to be considered, the above steps must be followed, and contact must be made by email within 12 hours of flower arrival.

Flower Plot is not responsible for damages resulting from customers not being at the cemetery to receive the flowers, deliveries being left on or near headstones or plaques, products left in the packaging or improperly handled by the customer, or loss or delivery delays during transit. Please ensure that you order your flowers far enough in advance of your event to account for an unanticipated courier delay.