



Terms and Conditions

Wedding Flower Preservation Service

1. Introduction

These terms and conditions apply to all wedding flower preservation services provided by Cherished Blooms. By booking our services, you agree to these terms. Please read them carefully before proceeding.

2. Definitions

"Client" refers to the individual engaging our preservation services.

"Service" refers to Cherished Blooms' wedding flower preservation service.

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

"Agreement" refers to these terms and conditions.

3. Service Description

Cherished Blooms specialises in preserving wedding flowers and bridal bouquets using a 3D silica gel preservation method. Our service includes drying, arranging and framing preserved 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 and accepted the request, confirmed the booking date and the non-refundable deposit has been received.

4.2 Deposit

A non-refundable deposit of AUD \$300 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 Collection and Delivery

Clients should arrange collection or delivery of flowers with Cherished Blooms ahead of the wedding date where possible. We offer local collection for Gold Coast clients and can provide packing instructions for those shipping from other areas. Clients are responsible for any courier fees.

5.2 Condition of Flowers

Flowers should be delivered in the freshest condition possible. The sooner flowers reach us after the wedding, the better the preservation results. 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, no further fees will apply beyond the deposit.

5.3 Additional Flowers

We encourage clients to provide additional flowers where possible (such as bridesmaids' bouquets or venue flowers) to give us the best selection of blooms to work with. We will select the most suitable flowers for your piece.

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 current schedule. An estimated completion date will be provided upon receipt of flowers.

6.2 Natural Variations

While we strive for the best possible results, flowers are natural materials and may respond differently to the preservation process. Variations in colour, size or condition may occur. Colours will naturally soften over time. Some blooms may become too fragile for inclusion, which is why we recommend providing additional flowers where possible.

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 means the bouquet cannot be preserved exactly as it was originally arranged, but allows us to create the most beautiful finished piece.

6.4 Permanent Display

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

7. Collection of Finished Pieces

7.1 Shipping

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

7.2 Local Collection

Local drop-off or collection can be arranged for Gold Coast clients upon completion of the preservation process.

7.3 Uncollected Orders

Completed orders not collected or paid for within 30 days of notification may be deemed abandoned. Cherished Blooms reserves the right to retain ownership and dispose of or use the piece at its discretion.

8. Cancellations and Refunds

Clients may cancel their booking at any time, however the deposit is non-refundable. No refunds are offered once the preservation process has begun, as each piece is a custom, one-of-a-kind service.

9. Liability

Cherished Blooms exercises the utmost care with all flowers entrusted to us. However, we cannot guarantee specific outcomes due to the natural variability of organic materials. Liability is limited to the cost of the service provided.

10. Privacy and Use of Photos

We are committed to protecting your privacy. Client information will not be shared without consent. With your permission, we may feature photos of your preserved piece (and any photos you share with us) on our website, social media or promotional materials. You can opt out at any time by letting us know.

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 open communication before pursuing mediation or legal action.

14. Changes to Terms

Cherished Blooms reserves the right to update these terms at any time. Current terms will always be available on our website.

15. Contact

For questions or concerns, please contact us at:
cher@cherishedblooms.com · cherishedblooms.com

Preserving your memories, one petal at a time.