

🌸 TERMS and CONDITIONS 🌸

Wedding Bouquets AZ, dba Scattered Stems and/or Gothic Wedding Bouquets - Artificial Floral Design and Creation Services

Please read carefully before engaging in services provided by Wedding Bouquets AZ (also doing business as Scattered Stems | Gothic Wedding Bouquets). This agreement outlines the terms under which we provide custom floral design services, hereafter referred to as Wedding Bouquets AZ.

🌸 Services, Design, and Communication

- We create artificial floral arrangements based on the specifications, photos, and preferences provided on our official order form, which is the only source we use when producing your arrangement.
- Conversations via phone, Etsy messenger, or other platforms (before or after the form is submitted) are not considered part of the official order and will not be referenced.
- Changes or updates after the form is submitted must be sent via text message. Changes are strongly discouraged once production begins and may incur a \$40 or 10% non-refundable fee (whichever is greater).
- Exact replicas are not possible; substitutions may be made for availability or design considerations.
- Timely client approval of design updates is required to avoid delays.

🌸 Payment

- A non-refundable 40% deposit is required: 20% due with the order form submission, 20% due before design work begins.
- Final invoice payment is due within 3 days of order completion. A 5% daily late fee applies.
- Rush orders (within 4 weeks of the requested date) incur a \$40 rush-fee.

🌸 Cancellations

- Cancellations must be in writing at least 60 days before delivery or pickup. Deposits are non-refundable.
- Cancellations after this period are non-refundable; full payment remains the client's responsibility.
- Wedding Bouquets AZ may decline or cancel any order at our discretion. If we cancel, any payments made (minus the non-refundable deposit and amounts already spent on supplies, research, or labor) may be refunded at our discretion.
- Refunds are never available for completed orders.

🌸 Pricing & Shipping:

- Pricing includes materials, labor, and design services unless stated otherwise.
- Shipping costs are the client's responsibility and must be paid via the provided Etsy link.
- Clients have the option to purchase shipping insurance to cover loss or damage during transit.
- Wedding Bouquets AZ is not responsible for shipping delays caused by late payments or carrier issues.

🌸 Liability

- We are not responsible for delays, loss, or damage once an order is transferred to the shipper, client, or designated recipient.
- If a client is unsatisfied, we will review the concern on a case-by-case basis. While refunds are not offered, a replacement may be provided at our discretion.
- It is the client's responsibility to review and approve design photos promptly to ensure the final arrangement meets expectations.

🌸 Governing Law

- This agreement is governed by the laws of Arizona and subject to the jurisdiction of Pinal County courts.

By engaging in our floral design services, you agree to be bound by these Terms and Conditions. Questions or concerns may be directed to WeddingBouquetsAZ@gmail.com or 725-222-WED4 before placing an order.

Wedding Bouquets AZ reserves the right to amend these Terms and Conditions at any time without prior notice.