



Bouquet for A Day, LLC Policy

At Bouquet for A Day, LLC, we understand that plans can change. To ensure fairness and protect the time and preparation that goes into each rental, the following cancellation policy applies:

Booking & Deposit

A **non-refundable deposit of 25% is required to secure your event date**. Your date is not reserved until the deposit is received. The remaining balance is due 14 days before the event date. Payments accepted include cash, check, Apple Pay, and Venmo.

*If paying through Venmo, there will be a 2% business fee added to the total balance.

Cancellations

Cancellations and changes (ex. removing items rented) require a **minimum** of 90 days' notice. **Orders cancelled within the 90 days of the rental date will forfeit the deposit and be required to pay 75% of the total remaining balance towards the rental of Bouquet for A Day, LLC products.** Should the renter decide to cancel, a notice must be submitted via email to bouquetforaday23@gmail.com or via text message to (337) 967-1355.

Rescheduling

Rescheduling may be allowed if requested at least 28 days in advance, subject to availability. The new event date must be within 12 months of original booking.

*Products rented on original booking date may not be available for rescheduled dates, depending on availability.

Custom Orders / Reserved Inventory

Items that are **CUSTOM-DESIGNED**, altered, or specifically reserved for your event are non-refundable once work has begun, regardless of cancellation timing. Custom-designed orders requiring extra product will be subject to an upcharge. Cancellations within 90 days of the event will be required to pay for all products purchased for custom orders.

*Please note that custom-designed orders require extra non-refundable, purchased products for us to bring your vision to life.

Rental Period

At Bouquet for A Day, LLC, our rental period includes all products for five days, starting three days before the scheduled event and ending one day after, unless otherwise stated or agreed upon. Customers must return all items rented in the provided packaging within this time frame. Orders placed on our website that require shipping will be subject to additional fees.

If requested by the customer, delivery/ decorating (\$350 fee) and pickup (\$150 fee) services provided by Bouquet for A Day, LLC must be within 30 miles of Kaplan, LA. Any venue outside of the 30 mile radius will be charged the flat rate plus calculated mileage.

*Please contact us directly to schedule the dates and times of delivery/ decorating and pickup. Bouquet for A Day, LLC reserves the rights to determine which products require the purchase of delivery and pickup and are not available for customer pickup and dropoff.

Refund Processing

Approved refunds will be processed within 7-14 business days using the original payment method.

Weather & Emergencies

In the case of severe weather, natural disasters, or emergencies, we will do our best to reschedule your rental, but refunds are not guaranteed. Please contact us directly in the event of these circumstances.

Damage, Loss, & Cleaning Fees

A major credit card will remain on file until all products and property of Bouquet for A Day, LLC are returned. Customers are responsible for all rental items from the time of delivery and pickup, or personal pickup and dropoff dates, until they are returned. Items must be returned in the original packaging supplied and in the same condition they were received. Any late returns will be charged to the credit card on file a fee of \$100.00 plus an additional \$10.00 per day until the property is returned.

Damage fees will be applied for:

- Broken structures (arches, stands, frames, vases, etc.)
- Missing or damaged flowers, greenery, or fabric
- Excessive dirt, stains, or odor (including smoke)
- Fire damage

Replacement and damage fees will be charged at 130% of rental cost for any items that are lost or not returned within agreed return date or irreparably damaged.

I (print name of renter) _____ have read and agree to the terms listed above as required by Bouquet for A Day.

X _____
Individual Signing Agreement

X _____
Kristie Saltzman
Owner of Bouquet for A Day, LLC