

The Sales Terms conditions Sheet has been designed by *FreezeFrame* to make sure you are aware of what happens during the *FreezeFraming* process.

- 1) **Please read through this sheet, and sign at the bottom of the 3rd page. Please initial the box if you do not want replacement flowers, or if you request a design consultation (both boxes are located at the bottom of page #3).**
- 2) **Keep one (1) copy for your records, and mail/fax/return the original signed 3rd page only to :**
FreezeFrame
6216 Hoke Road
Clayton, Ohio 45315
Fax: (937) 837-2389

Returning the signed Sales Terms & Conditions sheet is necessary in order to transfer your flowers from our holding freezers to our dryers , so prompt return is essential! If you have any questions at all concerning the information included in the Sales Terms & Conditions, please do not hesitate to call for clarification.

Thanks!!! *FreezeFrame* staff

SALES TERMS AND CONDITIONS

What to Expect from your *freeze*frame:

COLOR: We use the best techniques available to maintain color integrity; nevertheless, some colors may change during the drying process. For example, some reds and pinks will darken, some whites will antique to ivory, peaches can turn pink, hot pinks can turn purple, etc. *We cannot guarantee that your flowers will maintain their original color.*

GREENERY: Some natural greenery, especially ivy, continues to deteriorate even after it is preserved; therefore, it may be replaced with a silk version of the greenery.

IMPERFECTIONS: *freeze*frames are hand-crafted botanical keepsakes, which are subject to variations and imperfections such as: Flowers — bubbles, spots, rough edges, imperfect shapes, Frames — graining, nicks, spots, Glass boxes— brass buffing, nicks. These variations contribute to the character of hand-made keepsakes and makes them unique. The samples in our showroom indicate the level of quality you can expect from your *freeze*frame.

Flower replacement:

*freeze*frame will make every effort to ensure that your flowers are handled with great care. Any flower damaged upon arrival at our location will be salvaged if possible (by trimming edges, re-hydrating, etc.) If none of these methods work, the flower will be replaced by our designers unless otherwise stated by you. We encourage the modest use of replacement flowers as necessary to ensure that your *freeze*frame is as flawless as possible, yet maintains its floral integrity. If more than a modest amount of replacements are required, there may be additional charges, which will be discussed and agreed upon with your sales associate. If you do not wish for any replacements to be used, initial the box on the bottom right corner of page 2. Your initials will indicate that you will accept the finished piece presented to you by *freeze*frame with no complaint concerning flower quality or appearance.

DOFN (Dry Only For Now) Policy:

CIN DATE: In order to provide our customers with maximum flexibility, *freeze*frame will allow the delivery of flowers (accompanied by a deposit) with no final framing decisions made. In order to provide this flexibility, *freeze*frame does require that the final framing decision is made within 30 days of flowers being delivered to our location (CIN...Customer Information Needed...date). If a final framing decision is not made by the CIN date listed on your order form, a \$20 per month storage fee will be added to your order, for every additional month flowers are left here with no decision. It is the responsibility of the customer to follow up on this process, by calling *freeze*frame within the time allowed and placing the order. *freeze*frame will not call and remind you.

EXTRA FLOWERS: Since *freeze*frame has agreed to preserve ALL of the flowers left by you at our location, we do require that you select a framing option that will utilize the majority of them. Please see our showroom samples or brochure samples for an expectation of how many blooms will fit in a particular display. If there are extra flowers left after we have completed your display design, you are welcome to them. All we ask is that you pay a nominal preservation fee, simply to cover the costs we have incurred by preserving those blooms for you.

FLOWER DELIVERER: In the event that flowers are delivered by a party other than the owners of the flowers, it is the responsibility of the flower deliverer to communicate these Sales Terms and Conditions to the flowers' owner(s).

Other Memento Policy: If you have decided to include other mementos in your *freeze*frame, it is your responsibility to deliver those items or mail them to our Clayton, Ohio location within 30 days of placing your order. Failure to deliver the necessary items to *freeze*frame will result in a \$20 per month late fee, since any progress on your order will be hindered by not having those items. If you intend to use an invitation or memory card in your *freeze*frame, please provide us with 2 copies. *freeze*frame will use great care when handling any of your personal belongings, and make every effort to store and mount them in a way that will keep them free from harm. Please keep in mind that any items left at *freeze*frame, whether they are to be included in your display or not, will be left at your own risk. *freeze*frame assumes no responsibility for damages.

Payment Policy / Plans:

RETURNED CHECKS: A \$30.00 processing fee will be added for any returned check.

REFUNDS: *freeze*frame offers no refunds.

CANCELLATIONS: In the event of an order cancellation prior to any flowers being delivered, *freeze*frame will refund your deposit, less a \$35 processing fee. Once flowers have arrived at our location, your deposit is non-refundable, since we will begin our labor immediately.

PAYMENT PLANS:

Option #1 — Full Pre-Payment: If you pay your order in full with cash or check when placing it, you will receive a 5% discount.

Option #2 — Half & Half: Many customer pay 50% down upon flower delivery, and pay the remaining 50% upon pickup, which is not subject to any discount.

Option #3 — Payment plan: A payment plan can be customized for you when you place your order, for the nominal fee of 5% of your total order. When *freeze*frame customizes your payment plan, you will be required to send your payments for receipt by the scheduled due dates. Late payments will result in a \$5 per day late fee, which will be billed directly to your account. More than 2 late payments will require the full balance be paid at once.

Custom Design Decisions:

Creating a *freeze*frame for you involves multiple complex steps, and requires the decision-making of our qualified designers. Because *freeze*frames are all one-of-a-kind, and unique to the individuals' flowers and mementos being used, there is no way to guarantee that the appearance of your final piece will perfectly match your expected vision of it. Any design changes you request upon pickup of your finished piece will be charged for by *freeze*frame, at our custom design rate of \$40 per half hour. In order to assist you in visualizing what you can expect your *freeze*frame to look like, we do provide a \$25 pre-design consultation service. By agreeing to

this service, you will be entitled to one of the following (once your flowers are dry, your frame is in stock, and your mementos have arrived):

1) a scheduled design consultation in our Clayton, Ohio design studio. At the consultation, you will be able to make requests for design adjustments and participate in the design of your piece. Your final approval on the decisions made in your consultation will serve as your approval of the design layout. If you choose an in-store design consultation, *freeze* will contact you once all items are ready, then it will be your responsibility to schedule and attend your consultation within 30 days. There will be a \$20 MONTHLY storage fee added to your order for any appointments that do not take place within the 30 days.

2) OR, *freeze* can e-mail a photograph of your design layout. If you choose to do your consultation through e-mail, you will receive a photograph via the e-mail address you provide to us upon placing your order. You will then have 1 week to respond to the e-mail with requested changes. *freeze* will make the requested changes and resend 1 photo for approval. If further changes are requested, there will be a \$10 per photo fee added for each photo necessary. You will then have 1 week to respond with approval to the 2nd photo. Any responses to e-mails after the 1 week limitation will result in \$20 per month storage fees until we hear from you.

If you have selected our pre-design consultation services, and your piece matches the design layout agreed upon in your meeting or via your e-mail communication, and you still request changes upon pickup of your piece, you will be charged custom design charges for any changes.

* If you do not select our pre-design consultation service, that will be considered your consent that *freeze* designers use their discretion when designing your piece. You will be charged custom design charges for any changes you request to your piece.

Turnaround Time: Orders take an average of 6-12 weeks. However, because *freeze* is a custom, artistic process, we CANNOT guarantee turnaround time.

TLC Box Return: TLC boxes must be returned in good condition. Any TLC box not returned, or returned damaged (broken lid, holes in box, tape, writing on lid, etc) will require a \$20 replacement fee. If we ship your TLC box, be sure to return the brown corrugated outer box with the TLC box (there will be a \$5 corrugated box fee if not returned)

Pickup Policy: Once you are notified that your order is complete, the balance is due upon pickup/shipment. All orders not picked up/shipped and paid in full within 30 days of final notification date shall become the sole property of *freeze*. If *freeze* agrees to give you additional time past the 30 days in which to pick up your order, a service fee of \$20.00 per month will be added to your balance.

Change of Address Policy: It is the customer's responsibility to communicate any change of address or phone number to *freeze*. If the customer fails to communicate a change of address or phone number to *freeze*, and therefore misses phone calls or mailings from us indicating order completion or any other order developments, the customer will be responsible for any storage or late fees that are incurred in the meantime.

Use of Drop-Off Location: If you elect to use one of our drop-off locations, you will be notified by a phone call from *freeze* that your order is complete and delivered at the selected location. You will have 2 weeks to pick up your order from that location. If you fail to pick up your order within the allotted 2 weeks, *freeze* will pick your order back up and return it to our Clayton, Ohio studio. You will then need to pay the convenience charge again to have the order re-delivered at a later date.

Return Policy: In the event that you get your *freeze* home and discover that you are not satisfied with it, you have 30 days from the day of pickup to return it to our location. All returns to *freeze* are processed in the following way: *freeze* accepts the returned piece, 2) registers all concerns of the customer, 3) researches the history of the piece, then 4) develops a quote. This quote will estimate what the charges will be for the requested changes. Any returns delivered to *freeze* after the 30 day period will be handled like new orders.

I agree to all of the above Sales Terms & Conditions:

Date:

Signature: _____

Please print name and/or order number: _____

Pre Design Consultation Requested: 25\$ fee

No Replacements Please, I accept Flower condition upon completion

Email address: _____
(Only needed if you are requesting an email consultation)