

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 & Price range Commitment) 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:

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. Unused kits must be returned UNOPENED to the *Freeze*frame headquarters, or to your local Easy Ship Partner to avoid an additional \$15 Kit Fee. Once flowers have arrived at our location, your deposit is non-refundable, since we will begin our labor immediately.

Turnaround Time: Orders take an average of 10 - 14 weeks from the date that you have finalized all of your display decisions AND provided us with all necessary materials and deposits. However, because *freeze*framing is a custom, artistic process, we CANNOT guarantee turnaround time.

TLC Box Return: *Freeze*frame provides TLC Boxes at no charge to local customers for convenient hand-delivery of fresh flowers. For anyone using a TLC box, it 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.

EX SHIP Kit Return: For any customer who has been provided with an EZ Ship kit, but chooses not to use it, please return it Unused and unopened to avoid a \$15 Kit Fee.

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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 *freezeframe*. If *freezeframe* 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 *freezeframe*. If the customer fails to communicate a change of address or phone number to *freezeframe*, 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 Finished Order Partner (FOP): If you elect to use one of our Finished Order Partner Locations, you will be notified by phone that the order has been delivered to the selected FOP location. You will have 1 week to pick up your order from that location. If you fail to pick up your order within the allotted 1 week, *freezeframe* 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 *freezeframe* 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 *freezeframe* are processed in the following way: *freezeframe* 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 *freezeframe* 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: _____

No Replacements Please, I accept
Flower condition upon completion