



Everafter - TERMS AND CONDITIONS

Floral Botanic preservation is a highly detailed and intricate process.

Our aim is to preserve your Bouquet/flowers at a high standard and to present them with care and detail. We have the realistic understanding that with the forces of nature and the condition in which we receive your flowers that at times are beyond our control. Our techniques are advanced and we continue to research and develop to improve our methods. We request your patience and support during this process and we take pride in preserving your memory.

BY PLACING YOUR ORDER AND PAYING THE DEPOSIT, YOU AGREE TO THE FOLLOWING TERMS & CONDITIONS.

1. No flowers will be accepted and work will not commence without a booking order and a \$150.00 deposit being paid. Deposits are non-refundable if you cancel your order within 28 days of your event date or once we have instructed our courier to collect your flowers or once we have started any work on your flowers. If we have already collected your flowers and you decide to cancel, your flowers will not be returned to you and therefore remain the property of Everafter.
2. Payment by credit card; I understand that once this order has been placed I am giving Everafter the authority to debit my credit card for the three (3) payments required (first transaction being for the initial deposit, the second (2nd) transaction equal to the remaining half of the balance owing and a third (3rd) transaction for the final payment).
3. You also declare that you are the card holder of the credit card provided, or have obtained permission for use of another credit card that is not yours (if applicable).
4. Everafter do provide a free pick up service in most areas with a confirmed booking, NSW, ACT, VIC, QLD, S.A. Please consult directly with Everafter to confirm if the location of your flowers is in a free pick up area.
5. All completed projects must be collected/delivered and paid in full within 14 days of notification from our office, or a storage fee of \$10 per week will be charged. All orders not picked up after 30 days will remain the property of Everafter.
6. Anywhere that is outside of our free pick up area, our courier availability is to be organized by you the client and confirmed acceptance by Everafter.
7. All flowers collected via courier must be packaged in a closed box for transporting with adequate packing. We have been advised that if not packed correctly, the courier will refuse to transport your flowers. The onus is on you the customer to ensure the flowers are boxed and labelled correctly for the courier and able to be received.
8. Please refer to our pick up instructions or feel free to contact Everafter direct.
9. We cannot be held responsible for any damage caused to your flowers whilst they are in transit to us via a third party.
10. It is the customer's responsibility to ensure that your flowers arrive to us in the best possible condition. Full packaging instructions will be given to you at the time of booking so that your flowers arrive in the best possible condition at our Studio.
11. If a small number of flowers from your Bouquet are damaged we replace them at no additional charge, however, this may cause a delay in completion time due to seasonal availability and preserving replacements.
12. All flowers accepted and preserved by Everafter will remain our property until all charges associated with the presentation are paid in full.
13. Please choose your frame/design and background colour carefully. Any additional work requested after your bouquet is completed may incur additional charges.

14. Layout of your flowers/bouquet and/or accessories will be at our discretion unless otherwise requested in writing.
15. If the frame style or colour you have chosen has been discontinued or is temporarily unavailable from our suppliers, we will contact you to advise us or to choose an alternate frame style or colour.
16. Our presentation turn around time is on average 8-12 weeks, once the frame and matt board has been chosen and we have received your accessories that are to be included in the final design, together with your second payment. However, at our busiest times of the year, your presentation may take longer to be completed and we reserve the right to extend the presentation completion time if necessary.
17. During the preservation process, all of the moisture is extracted from your flowers. Although the form and shape will stay the same, there may be some slight changes in the colour of the flowers and they will take on a matt “antiqued” look. Red flowers with a yellow undertone keep their colour particularly well but flowers with a blue undertone will darken in tone. E.g. a ruby red rose will turn a dark, almost claret colour. True blue flowers will remain true and many white flowers will turn a light shade of cream. This colour change is a completely normal side effect of preservation and even though we colour treat most flowers to look as close as possible to the colour of the original flowers, we cannot guarantee that the flowers will maintain their original colour.
18. We will endeavour to reproduce your bouquet as closely as possible to the original. However, there will always be a degree of artistic interpretation to our presentation.
19. If any damage does occur in transit, you MUST contact us within 14 days of receipt of your presentation so that we can take necessary action.
20. Every Wedding Bouquet is a unique and individual “Art- form”.
21. It is not possible to reform your flowers perfectly to match your wedding day, this is due to a number of variables out of our control, from different mediums, angle views and changes in the flowers or the condition when we received them... and of course some brides select a different design or presentation of their bouquet in a more contemporary or unique design.

At Everafter we work with you to do the best possible in each and every step.

Everafter's liability is strictly limited to the full purchase price of the presentation only.

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