

**Valley Freeze Dried Memories
Bridal Gown Preservation
Contract**

Today's Date _____ **Customer Number** _____

Name _____

Address _____

City _____ **State** _____ **Zip** _____

Home Phone _____ **Work Phone** _____

Cell _____ **Other** _____

E-mail _____

How did you hear about us? _____

The following contract of "Terms & Conditions" is to make sure you are aware of what happens during the process of preserving your treasured bridal gown.

Please read this form completely, initial by each paragraph stating you have read and understand said terms. Then sign at the end of the last page, make a copy for your records and mail the completed form to us at:

Valley Freeze Dried Memories

4694 S. 775 E.

New Ross, IN 47968

*****If you are unable to make a copy, please inform us at your consultation and one will be made for you upon request.***

Preservation Box

Package sizes:

***not necessarily your size, but how much train, tulle, crinolines, etc...will determine size needed.*

Large__33"x24"x8" gowns with long trains, tulle, and crinolines

Medium__ 30"x20"x6"

Small__24"x23"x4"small slinky gowns (initial your selection)

Contact us for pricing information/ we can assist you in choosing the right size for your gown
Coverlet includes 3 initial monogram and date.

Terms & Conditions & Treatment Procedures

A fee of \$100.00 **non-refundable** deposit is required for preserving your treasured bridal gown with museum quality textile preservation. This deposit is due when soiled gown is delivered to us or picked up. We do offer a 5% discount when paying for our gown preservation in full when the gown is received at Valley Freeze Dried Memories. *Pick up fees* are **not** included in this deposit and are also non-refundable. Call for quote of pick up fee per location. **No gown will be picked up or processed without signed contract.**

Pricing includes: hand cleaning, folding and packaging in the honeycomb box with muslin liner, cotton gloves, and custom monogramming (3 letter initials and date).

Once the gown has been completed, the \$100.00 deposit is then credited back toward the balance due. Your gown will be cleaned by hand as appropriate for the fabric. Your gown will then be hand folded with cotton gloves and acid free tissue paper will be placed between the folds and layers of your gown. This special tissue paper will also be stuffed in the bodice to give it more fullness and protection. It will then be folded again and placed in the honeycomb breathable box with an acid free muslin liner. Your treasured gown and box will then be placed in a muslin monogrammed coverlet. Cotton gloves will be placed inside your box along with your gown and complete care instructions will be given for your future reference. Veils will be placed in your box as well, however will not be cleaned as they are very fragile. You may at anytime remove your gown providing it is never touched without cotton gloves. **Valley Freeze Dried Memories** will **NOT** be responsible for your gown once it has been delivered to you after preservation process is complete as we cannot guarantee how you will handle it. If you have a problem however, please let us know. Although **Valley Freeze Dried Memories** will do our utmost to remove stains, etc. from your gown, not all stains can or will be removed in the cleaning process. Example: tar, asphalt, alcohol, etc. Extra care and attention will be used in handling and preserving your gown. **Full payment required before gown will be delivered or picked up. Shipping fee is customer responsibility.** Should your gown be worn again, (example: anniversary, daughter, niece, granddaughter or friend) We can simple clean and repackage the gown for you. Contact us for pricing.

_____initial

Refunds: Valley Freeze Dried Memories offers **no** refunds.

Once a contract is signed for Bridal Gown Preservation and money has been exchange, a simple change of mind does not warrant a refund or cancellation of product.

_____initial

Returned Checks: \$50 returned check processing fee will be added for any returned check to **Valley Freeze Dried Memories**.

Gift Certificates/Door prize certificates: Not redeemable for cash and expire 1 year from date issued unless arrangements have been made with **Valley Freeze Dried Memories**

Storage Fees: Finished gown boxes not picked up after one month of completion notification will incur a \$25/month storage fee applied at the 1st of every month. After 90 days of completion notification, if we have had *NO response from you at all regarding pick up or delivery*, then the finished gown becomes the property of Valley Freeze Dried Memories unless other arrangements have been made _____initial.

Valley Freeze Dried Memories will not be responsible for damage to a gown beyond our control, i.e. while cleaning process is being completed, transporting gown, etc. **Valley Freeze Dried Memories** will also not be responsible for acts of God, fire, etc. We strive to carefully care for each and every gown with the utmost of care, but situations can arise beyond our control. In the event of a separation, divorce, etc. before your gown is preservation process is completed, **no refunds** will be given to any situation beyond **Valley Freeze Dried Memories** control.

Security policy: **Valley Freeze Dried Memories** does not keep any credit card information on file nor do we share it with anyone for any reason. Your trust is of utmost important to us.

I give/deny permission to **Valley Freeze Dried Memories** to use pictures of my gown or finished box in advertising etc....._____initial

I understand and accept the terms of preservation, and authorize **Valley Freeze Dried Memories** to process and preserve my bridal gown/dress.

Signature_____Date_____

Paid via: Cash/ Check/Visa/Mastercard/Discover

Valley Freeze Dried Memories
4694 S. 775 E.
New Ross, IN 47968
765-723-1525, Fax: 765-723-1565
Toll Free: 1-888-747-1524