

**Valley Freeze Dried Memories  
Floral Preservation  
Contract**

Today's Date \_\_\_\_\_ Invoice Number \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_ Phone \_\_\_\_\_ Cell \_\_\_\_\_

Work Phone \_\_\_\_\_ Other contact # \_\_\_\_\_

E-mail \_\_\_\_\_ Date/Time of Event \_\_\_\_\_

How did you receive our phone number? \_\_\_\_\_

—  
The following contract of “Terms & Conditions” is to make sure you are aware of what happens during the process of preserving your flowers at Valley Freeze Dried Memories.

**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.*

***Returning your contract is crucial to that we do not interrupt any stage of the freeze drying process.***

If you have any questions at all regarding our “Terms & Conditions” please do not hesitate to ask. Thanks and we look forward to preserving yesterday's treasures for today and tomorrow.

## Quality and Appearance

The quality and appearance of your finished flowers rely on how quickly **Valley Freeze Dried Memories** receives or picks up your floral bouquet/single flowers. We strive to preserve each and every flower to the best of our ability, but we **cannot guarantee** each flower will preserve perfectly. Vacuum Freeze Drying removes moisture from flowers; therefore they may appear somewhat smaller. Colors may darken and take on an antique/aged effect. **Valley Freeze Dried Memories** will not be responsible for the drying results and will not be financially responsible for the replacement cost of the preserved flowers if the flowers are not preserved to your satisfaction. In addition, **Valley Freeze Dried Memories** will not be responsible for acts of God, power outages or machine malfunctions that would make fresh flowers unable to be preserved. Each and every flower brought to **Valley Freeze Dried Memories** for vacuum freeze dried preservation will be handled carefully, pre & post treated with quality chemicals to retain as much suppleness, color and form as possible. We will do our best to provide personal attention and service to prolong your memories. Keep in mind that without this process, your flowers would have long since faded. \_\_\_\_\_ initial

## Terms and Conditions

**Cost:** A \$100.00 **non-refundable** deposit is required on **all** bouquet orders. If client chooses just to have 9 or less blooms or stems freeze dried, then \$10 per stem will be charged (**non-refundable**) Amount of stems: \_\_\_\_\_ x \$10 = \$\_\_\_\_\_ **Pick up fees are not included in this deposit and are also non-refundable.** The deposit includes the two week freeze drying, pre and post chemicals, digital picture, redesign of flowers, etc. **Please note the following regarding deposits:**

At your **Free** consultation, after freeze drying is complete, Your deposit of \$100 or \$\_\_\_\_\_ is then **discounted** off the calculated total price of encasement. The discount applies for any encasement purchase of \$100 or \$\_\_\_\_\_ (if single blooms) or more. **No refunds of the deposit will be given if an item is chosen that is less than the deposit.** Preservation takes a minimum of 16 weeks from start to finish or longer in some cases. **We cannot guarantee a specific date for preservation completion.** At consultation, we require a minimum of half of the total before any encasement will go to our order list. We offer a 5% discount when customer pays in full at consultation. Initials of client \_\_\_\_\_

**Refunds:** **Valley Freeze Dried Memories** offers **No Refunds.**

**No refunds** will be given due to any situation beyond **Valley Freeze Dried Memories** control, including separation or divorce, etc. \_\_\_\_\_ initials of client

Once contract is signed and money has been exchanged, **a simple change of mind does not warrant a refund or cancellation of product.** Your signed contract is binding due to the fact that each purchase is special made to order. \_\_\_\_\_ initial

**Returned checks:** \$50 returned check processing fee will be added for any returned check to **Valley Freeze Dried Memories**, then payment with cash or credit card only.

**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**

**Mementos:** We encourage the addition of mementos to your keepsake such as pictures, invitations, napkins, programs, tiara's, etc... However, if items are not received within 30 days following your consultation, a storage fee of \$25/month will be applied at the 1<sup>st</sup> of every month until such time as items are received. **If they are NOT received within 90 days of consultation,** the encasement will be completed without them.

**Storage Fees:** Encased flowers not picked up after one month of completion notification will incur a \$25/month storage fee applied at the 1<sup>st</sup> of every month. After 90 days of completion if we have no response from you, then the encasement becomes property of **Valley Freeze Dried Memories** unless other arrangements have been made.  
\_\_\_\_initial

I give/deny permission to Valley Freeze Dried Memories to use pictures of my glass encasement in advertising, ect. \_\_\_\_\_initial

**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 understand, accept the terms of preservation, and authorize **Valley Freeze Dried Memories** to process my flowers.

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

Revised January 15,2010

**Pricing:** Encasements such as shadowboxes, cubes, domes, etc. The price is based on your choice of encasement and the amount of flowers and the items (if any) to be encased with your flowers. Recreation of your flowers will be as close as possible. Keep in mind flowers that have been preserved have lost their flexibility. Every effort will be made to create a wonderful keepsake for you.

**Storage:** Do **NOT** store your keepsake in a shed, bathroom, garage, attic or unfinished basement, etc. Although your flowers have been preserved and sealed. It is possible they will take on moisture in these areas. Your flowers are still real, the preservation process has simply removed the moisture. Exposure to humid areas will damage the flowers.

**Encased Items:** Do **NOT** remove any items from your encasements. This can only be done by us in a controlled environment. IF you should have a problem (such as loose petal, etc) Please get the encasement to us and we will make repairs quickly. However, Valley Freeze Dried Memories will Not be responsible for shipping either direction. Any attempt to remove the back, front, or any part of an encasement will void any warranty or guarantee from us.