



# THE WEDDING EDIT



# Frequently Asked Questions

## Is The Wedding Edit just a 'set package' for wedding flowers?

No, it's a collection of our most popular floral designs requested for weddings at fixed prices, allowing you to pick and mix in a colour palette of your choosing to suit your vision for your day.

## Is a consultation and calls included with The Wedding Edit?

In order for us to be able to offer this competitively priced fixed option we have to simplify the process as much as possible. So we have removed the consultation, design and quote process, and instead offer these easy-to-order floral designs with fixed prices and seven beautiful colour palettes for you to choose from, safe in the knowledge that they will be beautifully styled in our renowned Mad Lilies aesthetic.

## Are there colour choice options with The Wedding Edit?

Yes, we offer a selection of seven beautiful colour palettes to suit various wedding styles and themes for you to choose from.

## Can I choose a specific flower I would like included in my designs?

There is an Order Notes box on each product page. If there's a particular flower you really love you can mention it there and we will do our very best to include it, so long as it's available at seasonal prices for your wedding date. However, the way we are able to offer these competitively fixed prices is by buying effectively at market and choosing the best blooms available on the week of your wedding. If your preferred flower is not available within the set budget, or if we believe that the quality is not currently available, we will unfortunately not be able to include it.

## What ribbon choices are included within The Wedding Edit?

All our bouquets are finished off with satin and grosgrain ribbons in a colour to complement your bouquet and the colour palette you have chosen. However, if you would like silk floating ribbons to complete your bridal bouquet then this choice is available to order separately in a complementing colour to your bouquet.

## How much notice is required for booking The Wedding Edit?

A minimum of five days notice is usually required for a small wedding requiring only a few floral designs, such as a bouquet and buttonholes. If you have many floral designs required for your wedding then ideally we require two to three weeks' notice to ensure we can accommodate your wedding in our workroom schedule.

## How will the bouquets arrive?

Your bouquets will arrive packed in a box with a small water bubble around its stems to keep the flowers as fresh as possible. Please ensure you keep them stored in a cool place up until about an hour before you are ready to leave for the ceremony. At this stage simply hold the flowers over a sink and undo the water bubble which will be tied with string. Make sure you have a hand towel or kitchen roll to hand, to dab the ends of the stems so they do not mark your dress.

## Do I have to collect my flowers or do you offer a delivery and set up option?

We can absolutely offer delivery and set up, for an additional price. Just make sure you mention this in the Order Notes when placing your order and we will be in touch to get full delivery addresses and details required for the day, along with timings so we can then provide you with an accurate quote.

## When do you recommend collection or delivery of the floral designs in time for the wedding?

Ideally on the morning of the wedding. However, if you would like to collect the day before this is entirely possible and we will pack your flowers so they are all hydrated. You will just need to ensure they are stored in a cool place overnight. If you are paying for us to deliver and set up we will deliver your personal flowers by a specified time in the morning as agreed with you, before going on to deliver and set up at your venue.

## Do I need to pay in full when ordering The Wedding Edit flowers?

No, you only pay a (non-refundable) booking fee when you place your order online, which will be 20% of the overall order value. Your deposit secures your chosen date and reserves a slot in our workroom schedule. We will then invoice you for the remaining 80% six weeks prior to your wedding, with full payment required four weeks before your wedding day. If you are ordering within two weeks or less of your wedding date, we will require payment in full.

## Once I have placed my order am I able to amend the order?

You can make small changes or order additional items up until seven days before your wedding. More extensive changes such as a colour palette or item swap cannot be accommodated after we have received the final balance of your order (four weeks before the wedding date) as we will have already begun the design and flower-ordering process.

## Is it possible to transfer the date if I need to postpone the wedding?

Yes you can, subject to our availability for your new date.

## If the wedding has to be cancelled will I be able to get a full refund?

The booking fee paid at the time of order is non-refundable. If you cancel your order more than 28 days prior to your wedding date and you have already paid the balance in full, we will make a refund of this balance. No refunds can be given within 28 days of your wedding however, we are more than happy to transfer to an alternative future date.

## Can't I just order a gift bouquet from your website and use that as my bridal bouquet?

No. Wedding bouquets are designed and constructed completely differently from gift bouquets, which are designed to go in a vase. Wedding bouquets are designed to be lighter, with the stems cut shorter so they are more comfortable to hold and carry. Extra care and attention is placed on every detail of our wedding bouquets, so they look fabulous from every angle for the photographs.

## What if I still have questions can I speak with someone?

Yes, of course. You can call the shop on 01737 356404 and ask to speak to our Head Florist or Creative Director. If they are not available one of them will get back to you within 48 hours. Alternatively you can email us at [hello@madlilies.co.uk](mailto:hello@madlilies.co.uk)

