



# house of lilac

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subscriber  
welcome kit

thank you so much for joining our subscription program, we're so happy you're here.

as you'll come to see, our subscribers especially love the unique varieties and types of flowers and stems that come in every order. plus, there's no need for cutting or styling, you'll just have beautiful flowers ready for your spaces.

in the following pages you'll find a few helpful notes, an overview of your benefits, and our contact information.

welcome to our flower family!

HOL Team

## how it works

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if you pickup...

1. your card, the one you signed up with, will be charged
2. we will email you on the closest Monday to set a pickup date
3. your order will be ready after 12p Tues-Fri or 10a-2p on Saturdays

if you have delivery...

1. your card, the one you signed up with, will be charged
2. your order will be delivered on your designated area delivery day and/or your preferred delivery day

## part of our family

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hooray for flowers on your birthday!

vase buy back for every 4 HOL glass vases, get a \$15 gift card.

monthly subscriber newsletter with first dibs and specials

quarterly in-store subscriber social events

## preferred pricing

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30% off retail pricing on each subscription order

10% off non-subscription flower orders

subscriber-only deals on home goods, spa products, and more



## faq

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how do i manage my subscription? go to the website, click the person icon, input the email you signed up with, click manage my subscription.

when will i be charged? you'll be charged on a recurring basis at the selected frequency.

can i adjust my order date? yes, you can adjust your order date by logging into your account.

what if i can't make the pickup date/need to change my delivery date? please give us a call or email by 10am on the day you're scheduled for.

can i skip an order? yes, login and click skip. you'll keep on your regular schedule from there.

what if i need an extended break (moving, just want a break)? you can pause your subscription up to three months max. if you don't select a restart date at that time, we will contact you to help get you restarted. please note this restarts the four order requirement before the next pause.

how do i cancel? after the first four charges if you're not happy you can cancel by emailing us. please note, in an effort to always improve, we ask for your honest feedback as part of our cancellation process.



rules to know

house of lilac  
FLOWER MENU  
CHOOSE BETWEEN  
BOUQUET WRAP  
ARRANGEMENT

**we're here  
for you!**

4247 SW 71 Avenue  
Miami, FL 33155

Mon  
give us a call!

Tues-Fri  
9am-3pm

Sat  
10am-2pm

305.392.1297  
sayhello@houseoflilac.com