



house *of* lilac

flower subscription program overview

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 bouquet wrap or arrangement. 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!

cristie, melanie, nikki, rhiannon, sophie, + willy



perks

- 10% off non-subscription flower orders in-store and online with your unique code
- fresh flowers on your birthday or a \$25 gift card if you're not in our fresh flower service area
- loyalty is rewarded with extra fresh flowers every 6 months or a dried bundle for every fifth dried subscription order
- bring in 4 HOL glass vases and get a \$15 gift card with our subscriber-only vase recycle program
- subscriber-only discounts/deals on flowers, home goods, spa products, and more
- enjoy the flexibility of pausing your order when you go out of town, or gifting an order to a loved one for a special occasion



faq's

how do pickups work? (1) your card, the one you signed up with, will be charged. (2) we will call or text you (depending on what you noted on your intake form!) to set a pickup date. (3) your order will be ready after 12pm (Tues-Fri, Sat after 10am.)

how do deliveries work? (1) your card, the one you signed up with, will be charged (2) order will be delivered that same day (Tues-Fri) or if your card is charged on a Saturday, Sunday, or Monday, it will be delivered Tuesday. Don't want to receive on the day you're charged? just give us a call by 9.30am.

how do shipments work? (1) your card, the one you signed up with, will be charged (2) your order will be shipped out within four business days to the shipping address on file



fags

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

what if I need to pause/skip a week/cancel my subscription? after your first three charges, this can all be done by logging into your House of Lilac account found on our website.

if I want something different, can I change my order? yes! just give us a call and we'll make it happen for you by applying your subscription charge as a credit to whatever you would like to change your order to.





we're here for you!

Tues-Fri | 9am-3pm
Sat | 10am-2pm

305.392.1297
sayhello@houseoflilac.com

7162 SW 47th St.
Miami, FL 33155