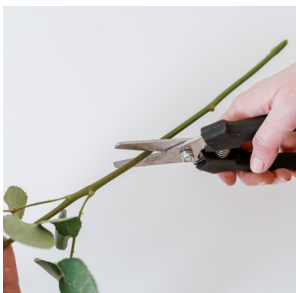


# Read thoroughly before proceeding

## Here's a checklist. Because wedding brain.

- 1. COUNT** your bunches before you unwrap them. Remember: ALL garden and standard roses are packed in LAYERS so it looks like you only have 6–10 stems, but there are 12–25 stems layered in the cardboard wrapping.
- 2. SEARCH** through all paper and packing trash. Delicate flowers are often wrapped tightly in paper and accidentally thrown away.
- 3. IMPORTANT:** Cut 2–4" off ALL STEMS, immediately place in clean water, and **leave all the cardboard and plastic wrapping on the flowers while hydrating for ONE HOUR BEFORE removing all wrapping.** This allows flowers to rehydrate after shipping while upright to prevent drooping and max sadness.
- 4. PREP and CLEAN:** After 1 hour of hydrating remove all wrapping and prep your flowers. Remove all unwanted foliage, ugly guard petals, and ALL leaves that fall below the waterline. If you do not remove lower leaves, then the water will become icky and damage your flowers.
- 5. SIZE-APPROPRIATE CONTAINERS:** Containers should NEVER be taller than the flower head. Do not use Lowe's buckets as they are too deep. Short, plastic bathroom trash cans from Walmart work the best!
  - **Delicate Flowers:** All small, delicate flowers need their own vase and need to be handled with excessive care. Do not crowd and smash them with other blooms! Delicates include: Ranunculus, anemones, scabiosa, lisianthus, astringia, veronica, and peonies.
  - **Roses:** Roses need plenty of elbow room to open properly. If they're touching each other, then they're too close!
- 6. LOSS IS NORMAL:** All florists expect to lose about 5% of their shipment. Don't fret if you break a few stems, if some blooms are smashed in transit, or if there are some bug-nibbled greenery. Totally normal part of the process! Save any broken stems for cake flowers, bouts, or for flower girl petals!



Give all stems a fresh cut.



Leave all wrappings on for **ONE HOUR** during initial hydration.



All smaller, delicate items in their own vase.



One bunch of roses per hydration container - no crowding!



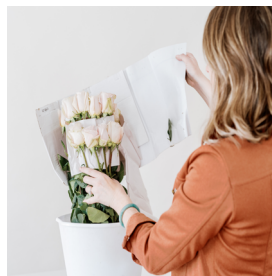
## Flower Questions?

If a particular bloom is being rude, let us know so we can help!  
Shipping fresh, perishable products is a tough business and live flowers don't always cooperate.  
However, we are here to troubleshoot any problems that may arise.

1. Don't freak. We are CRAZY responsive and will help you!
2. Snap some photos of the ENTIRE bunch of flowers in question. Next scan click the the Flower Support Submission Form link below; or reply to your order confirmation email to get us in the loop ASAP! Do not throw any flowers away.
3. Expect immediate follow up within normal business hours.
4. Remember, all claims must be submitted with pictures within 24 hours of receiving your blooms to qualify for a replacement or refund, if needed. No exceptions.
5. **Know that we are on it! We're not monsters that you have to threaten, scream at, or argue with to get good customer care. We will do everything in our power to make sure you are FEELIN' your flowers.**
6. **We are always grateful for kind responses.**



[Flower Support Submission Form](#)



[Flower Care Videos](#)



[Prep Photo Examples](#)