

*Important:* If there's an issue with a flower, snap pics, & let us know ASAP - send to [orders@flowermoxie.com](mailto:orders@flowermoxie.com). We can easily send a replacement at no cost to you, or issue a refund. We will not issue refunds for complaints made after the event date.

## Real Talk

### We are not in business to:

Bamboozle, hoodwink, cheat, rip off, or mislead DIY brides.

### We are in business to:

Delight, thrill, exceed expectations, help, & completely stun DIY brides with our flowers & experience.

### Why our business is hard:

vWe sell live plants to customers on one the most intense week of their lives.

Shipping sensitive flowers + stressed brides = not an easy business model

*Mother Nature* doesn't always cooperate. Flowers can sometimes struggle, act fussy, or up & die for no good reason. Wilting flowers bums us out to the max & makes us wish that we sold tube socks on Amazon instead of delicate blooms. But alas, we love flowers, weddings, & DIY brides so we keep fighting the good fight.

### Our Promise:

We stand behind the flowers we sell. We will replace or refund flowers that die. We will refund or replace if there is a mistake with your order. We are here for you and we are on your side.

### Your Job:

To receive and prep the blooms. Let us know if anything is looking sad, rough, or wilted. Even if you're unsure, send pics! Do not throw anything away until we've given you the green light to do so!