



FREQUENTLY ASKED QUESTIONS

WHAT IS A MONTHLY FLORAL SUBSCRIPTION. AND HOW DOES IT WORK?

Keep your life in bloom with our farm-fresh floral arrangements! On a weekly, bi-weekly or monthly basis, you will receive a collection of bodacious blooms to beautify your home or workspace. We hand select only the most vibrant and fresh flora, so you can be sure that BloomBox will brighten even the most dismal of days.

WHERE AND WHEN DO I GET MY FLOWERS?

Pick up your fresh blooms at Freckle Farm on Wednesdays between 2:00-6:00 pm, based on the frequency of your subscription (weekly, bi-weekly, or monthly). Bouquets will be fulfilled on the following Wednesdays after your payment has processed.

- Weekly subscriptions, available every Wednesday after 2:00 pm
- Bi-weekly subscriptions, available the second and fourth Wednesday after 2:00 pm
- Monthly subscriptions, available the second Wednesday after 2:00 pm

For only \$5 per arrangement, delivery is available for Cache Valley subscribers. Deliveries are made every Wednesday afternoon by one of our cheerful drivers. We aim to deliver your flowers in the afternoon; however delivery times can be subject to change depending on the delivery route, weather, etc. Since flowers are perishable, we contact you before delivery. If you miss your delivery, don't fret! Your blooms can chill in our cooler until you pick them up.

Whether you choose pick-up or delivery, we guarantee fresh and fun blooms that will inspire. Upon delivery, we'll exchange your previous week's vase for a fresh and new arrangement. Pick-up customers should bring the vase from their last arrangement in exchange for a vase of new blooms.

WHAT FLOWERS WILL BE IN MY BLOOMBOX?

Availability from our farms changes each week, depending on what Mother Nature is up to. Specific flower requests are not accepted, as we hand select your farm-grown blooms each week based on quality and seasonal availability, but you can be sure that you'll always receive a bewitching collection of blooms!

WHAT SIZES DO YOU OFFER?

BloomBox subscriptions are available in three sizes. The Market is a sweet collection, 6 stems, of textured side flowers and greens. The Classic, 8-10 stems, and the Deluxe, 12-14 stems, are collections of striking statement flowers, complimented with side flowers and greens for variety and texture. Each collection of blooms comes arranged in a trendy container.

HOW LONG WILL MY FLOWERS LAST?

With proper care, your farm-fresh flowers will usually last around 7 days. However, we have seen some flowers or greens last up to two weeks! As blooms fade you can prune or pinch them out. You'll receive a floral care card with your first order, and we always have extras on hand if you need another.

WHAT KIND OF GUARANTEE DO YOU OFFER?

While we strive to always offer beautiful, fresh blooms, flowers are unpredictable by nature. We know it is possible that your flowers will not be perfect 100% of the time, but we always want you to have a perfect experience. At the time of pick-up or delivery, please inspect your blooms to ensure they meet your expectations. If they don't, we will happily consider a replacement. Reach out anytime if you have questions.

CAN I GIVE A BLOOMBOX SUBSCRIPTION AS A GIFT?

Yes! Let our blooms make a lasting impression, with little ease on your part. Visit our website for more details.

HOW DO I PAY?

No need to call and renew each month. Your subscription is recurring so you won't ever miss out on getting your blooms! We'll automatically charge your chosen method of payment at the beginning of each subscription term. Charges are based on your chosen size of arrangement and frequency. Only credit and debit cards are accepted for recurring payments.

HOW DO I MAKE CHANGES TO MY SUBSCRIPTION?

Please contact us at Floralandevents@frecklefarminc.com. You'll need your name and email address that you used when you set up your first arrangement. You can pause your subscription, change the delivery address, cancel upcoming renewals, change your size and frequency, and more! The deadline to pause your next bundle is Monday, the week before your next scheduled pick up or delivery. Changes made to the arrangement size or style, after the cut off, will be accommodated as flower availability allows. Changes to payment method & subscription details will take effect at the next date of charge.

WHAT IS YOUR CANCELLATION AND REFUND POLICY?

Pre-paid subscriptions are non-refundable. Before the next date of charge, you may cancel upcoming subscription renewals or make changes to your subscription. Gift subscriptions may be paused, re-directed, or cancelled, but neither the gift giver nor the recipient will be eligible for a prorated refund of any portion of the subscription remaining. Gift subscriptions will not be renewed after the current subscription term expires unless the recipient chooses to continue at their own expense. Due to the nature of our product, you may not return your arrangement to us for a refund. Please check the blooms prior to leaving the shop or signing for the delivery to ensure that you are satisfied with your blooms. If you aren't, we will happily consider a replacement.

MY FLOWERS AREN'T FRAGRANT. IS SOMETHING WRONG WITH THEM?

Oriental lilies, roses and freesia smell heavenly! Other flower types will have little to no scent; for example, tulips.

I HAVE AN ALLERGY- CAN YOU ACCOMMODATE?

We don't want you coughing and sneezing all day! We will make every effort to accommodate your needs. If you have a serious allergy, please contact us directly to discuss how BloomBox can work for you.

I HAVE PETS- WHAT SHOULD I BE AWARE OF?

We strongly discourage feeding flora to your furry family members, as some types of flowers can be toxic to your pet if ingested. For example, lilies are highly toxic to cats. If you do have pets, please let us know so we can try to accommodate.

DO YOUR FARMS USE PESTICIDES ON THE FLOWERS?

Our farms avoid the use of pesticides as often as possible. Beneficial insects are often used instead of any chemical treatments; for example, ladybugs eat rose-eating aphids. That being said, we cannot guarantee that your flowers are organic and we would never recommend that you ingest the petals.

HAVE A QUESTION WE DIDN'T ANSWER?

Visit us at: Frecklefarminc.com

Drop us a line at: Floralandevents@frecklefarminc.com

Stop by the shop at: 3915 N Hwy 91, Hyde Park, UT

Give us a holler at: 435.563.2648