



Wandin Florist
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Quote Acceptance / Terms & Conditions

Consultations:

We start with sending an informal pricing guide via email to help you get an idea of our pricing structure, if you are happy with our pricing please email us for an instore initial consultation, held in our shop in Wandin North at a mutually convenient time on either a Monday or Thursday. During your consultation we welcome any pictures, colours, mood boards, and fabric samples – anything you have and would like to bring to help us gain a clear understanding of the style of your wedding. We believe this personal consultation to be vital in initialing your wedding flowers becoming a reality.

You are entitled to a 30-minute free consultation with Wandin Florist with one of our qualified staff; at which time they will discuss with you in detail all the floral requirements for your wedding/function. This is an in-depth consultation where all the items required for your wedding are discussed including colour themes, style, delivery, booking and payment, they will provide you with professional advice and opinions during this time. You are more than welcome to call or email at any time with any changes or queries you may have however, we will only update your quote once (x1) prior to your final consult to save on confusion of receiving multiple quotations. A final appointment/consultation can be made between 4 - 6 weeks prior to the event date, should one be required. Any subsequent appointments will be charged at \$50 per hour or part thereof. You are also entitled to one free revised quote – (not including colour changes), any additional revisions will incur a \$20 administration fee to re-work the existing estimate. If these charges are applicable, they will be added to the final estimate costing.

The Quote Process:

After your consultation you will receive a formal quote detailing an itemized account of what was discussed at your consult and from pictures and emails etc. Your quote for wedding flowers from Wandin Florist is valid for 30 days. This timeframe is determined by the date stamp on the original email you receive with your quote attached.

On the date that you receive your wedding flower quote, your wedding date is available for booking. Please be aware that bookings quickly fill up, especially at peak seasons. We request that you email or phone to ensure your date is still available before payment of your deposit. We accept no responsibility if you have a valid quote and wish to book, but your date has become booked out. Bookings will not be held without a deposit.

A 20% non-refundable deposit and the return of a fully completed and signed "Quote Acceptance" form at the end of this document is required to secure your date. Upon accepting the quote, you agree to ALL the items listed on the quotation. This is applicable to all wedding quotes (packages, altered packages and other quotes). The deposit is credited toward the balance of your wedding flowers. The remaining balance is required in full, 10 days prior before your wedding date.

Alternatively, we offer a 10% discount if full payment is made upon acceptance of the quote. The signed "Quote Acceptance" form is still required. Should a quote be requested 6 weeks or under from the event date - Full payment will be required upfront to secure the booking.

Cancellations:

Cancellation of the wedding/function date:

Should you need to cancel your booking, you will need to notify us in writing as soon as possible. We are happy to offer to transfer your booking to another date, subject to availability, with a minimum of 60 days' notice.

Cancellations after that time frame ie: 60 days from the date of the wedding, will incur a 50% cancellation fee. Cancellations 2 weeks prior to the wedding date are required to be paid in full by the due date. No monies paid will be refunded.

Cancelling part of your order:

Cancellations of part of your order 3 months or less prior to the date of the function will incur a 50% cancellation fee of the total value of the order including GST of the portion that has been cancelled.

Postponing the wedding/function date:

Should you need to change the date or postpone the date of the wedding; you will need to inform us in writing. Should the "new" date be available, we will confirm with you in writing. Should the date not be available, you will forfeit your deposit.

Reducing /cancelling items on quote:

Upon accepting the estimate, you are accepting the items and agreeing to the value listed on the estimate. Should you need to reduce or cancel items, we are happy to do so, However, no reductions can be made from sixty (60) days prior to the event. Please also note that the final total may not be reduced by more than 10% of the original agreed upon estimate.

Flower Selection:

Wandin Florist provides a detailed estimate that outlines the type of flowers that will be used in your wedding flowers. We understand that in most cases you will see flower names you are not familiar with. We HIGHLY recommend that you make yourself familiar with the flowers outlined in your estimate. You can do this via Google or by contacting or coming into our store and we are happy to assist you with this process - in most cases we may have samples to show you or will happily assist you in any way. It is the Client's responsibility to ensure that they are aware and happy with the flower breakdown BEFORE accepting the quote.

Where photos have been provided by the client and inserted into the estimate – these images and flowers within the images are used as a guide only. Please be aware that a lot of web-based images are edited and colour altered to make an attractive picture – not all the colours are a true reflection of what Mother Nature creates.

We do not replicate other florist's work exactly and as we are working with Mother Nature, we are not in control of seasonal changes or availability. Wandin Florist will endeavor to reflect the style, colour and shape as detailed in the estimate and pictures to the best of our ability. It is important that the Client understands that individual flowers, bouquets and arrangements all vary to some degree. Their individuality is what makes them unique for you alone.

All attempts will be made the colours and types of flowers and materials requested. However, please understand that flowers and other floral materials are seasonal and that seasons vary. Sometimes the
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items requested are not available. Substitutes will be similar (as close as possible) for flowers and floral materials, and if they are significantly different contact will be made with the bride to seek any further instructions.

Please note that some floral material is imported from overseas countries and therefore can be unpredictable. Substitution decisions are sometimes required to be made quickly – due to air freight, supplier and transportation requirements. Wandin Florist reserve the right to make substitution decisions based on the prior conversations and emails with the client and use our knowledge of the client's overall theme and colour scheme to provide a substitution that maintains the overall look and style the client wishes.

Wandin Florist also reserves the right to substitute a requested flower with another of similar design, colour and equal value, should circumstances beyond our control require so - and if such products do not meet Wandin Florist's high standards of product quality.

Sample of fresh flowers:

We are happy to provide sample of flower types and colours, if necessary, at a fee which is to be confirmed at the time of the request. The client will be charged for full grower bunches as required to be purchased by us, including freight costs and GST. We will only provide this service after you have a confirmed booking with us. The purchase of the sample flowers should ideally be done at a time when the flowers used for your date are in season.

This cost of the purchase of sample flowers does not include any "mock ups" or arrangements. Should you wish to have this done and price will be quoted in writing.

Minimum Order:

Wandin Florist requires a minimum order of \$200 plus delivery charges.

Sizing guidelines:

Where measurements have been provided for bouquet and floral arrangements, this sizing is a guide only. Floral arrangements and bouquets are created using flowers that vary in size and shape throughout their natural season. This can affect the sizing of the products we provide, making bouquets and arrangements slightly smaller or larger. Wandin Florist accepts no responsibility for variations in size.

Peak Periods:

Premium dates incur higher prices due to factors that are outside our control. These dates include, but are not limited to:

2 weeks before, 2 weeks after, and including February 14th 2 weeks before, 2 weeks after, and including Mother's Day. 2 weeks before, 2 weeks after, and including Christmas. 2 weeks before, 2 weeks after, and including New Year's Eve. Higher delivery charges may also apply during these peak periods including all Public Holidays.

Deliveries:

Deliveries are available for the Yarra Ranges area – Weekdays 10am – 4pm, Saturday 10am – 1pm.

A \$50 delivery fee is applicable for ONE drop off location. Should you require the delivery of bridal flowers, buttonholes, centerpieces etc. to be completed to separate individual locations – additional delivery fees will apply.

Prices for multiple deliveries locations need to be discussed with your consultant. Delivery fees will be outlined in your estimate.

If your wedding is on a Sunday and you require delivery, we have an increased delivery rate to cover the additional staff wages and minimum 3-hour shift requirements. Please discuss this with your consultant so they can quote accordingly.

All bookings are different and typically, will be arranged on a case-by-case basis. As a general guide, deliveries are made prior to the photographer arriving to ensure they are available for "pre-wedding" pictures. You should allow 30 mins either side of the scheduled time for delays that may occur which are out of our control. The delivery details including addresses are confirmed 2 weeks prior to the wedding/function date. It is your responsibility to ensure we have the correct delivery details. If there is no person available to receive the goods, the goods will be left in a safe place and we will contact you to advise where the goods have been left. If there is not safe place to leave the goods, they will be returned to our premises and you will need to arrange pick up of goods. We will decide whether it is safe. Should your goods need to be re-delivered, you will be required to pay another delivery fee prior to dispatch.

Approx. 14 days/ 2 weeks prior to your wedding, you will be contacted to confirm your delivery times and location. You will need to provide us with a suitable address, timeframe and contact person and their phone number. Please note that the contact person you provide will be the person we seek at the time of delivery - this person will be responsible for signing documentation on your behalf agreeing that you are happy with the flowers, the style, freshness and all factors obtaining to the items delivered. Should you wish for this to only be you, please advise so. Should someone be appointed as our delivery contact person, they will be acting on your behalf and signing on your behalf.

For delivery of centerpiece to venues:

If we are delivering to a venue, the items will be delivered to the reception area. It is not our staff's responsibility to find locations/ decorators or Function Managers. Please advise any of the applicable parties and arrange for the collection of items. Items will be delivery only and not set out unless specified in your estimate.

For full service / set ups:

We will set up and pick up as quoted and outlined to your specific destination if you have requested this in your consultation. Delivery times will need to be confirmed with the venue on the week of the wedding. Should the set-up time be outside our standard delivery times then an additional charge will apply. For example; if we deliveries end at 2pm, but we cannot gain access to your venue until 3pm.

We will require full access and appropriate working conditions to fulfil our order with you. You will need to inform your venue what you have employed us to do and the time we require to set up on the day. Should we be denied access, be delayed by the venue or any other supplier on the day, be presented with unsafe or hazardous working conditions, we will have completed everything to the best of ability, however, in extreme circumstances, if we cannot complete the job, due to no fault of our own, we will leave the products at the venue. Should other last-minute decisions be made due to any unpredicted circumstance, we will advise the venue manager and the issues relating to the decision. Wandin Florist are not responsible for items once delivery has been completed.

Hired Items:

All hired items, such as vases as outlined in you are the responsibility of the hirer from the point of delivery /pick up to the time the item is returned. Should any items be lost, damaged or stolen it is the responsibility of the hirer to pay for the replacement. The cost will be charged at full retail replacement cost + GST+ freight. Should the wholesale

supplier have a minimum order value, then the hirer is responsible for the full cost to ensure the damaged items are replaced. Payment is required within 48 hours of return date.

All hired items are to be returned clean, washed and in the original containers provided.

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We require the credit card details of the Hirer as a security. If the hired items are not returned on the outlined date, then we will contact the Hirer once (1) to have them returned. If the items are not returned within 48 hours from this attempt at contact – the full replacement value will be charged to the credit card provided. Please note that contact can be attempted by either phone or email. Leaving a message or sending a text constitutes as attempted contact.

If the hired items are returned unwashed/dirty – the Hirer will be given 24 hours to rectify and return or be charged a cleaning fee of \$5 per vase/ hired item for cleaning. If the items are returned by someone other than the Hirer – and they are returned unclean – the same rules will apply. It is the Hirer's responsibility to ensure the terms and conditions are adhered to.

Supplying your own items/ vases

For clients wishing to supply their own ribbons for bouquets, the ribbon is to be delivered to us at least 2 weeks (14 days) prior to your wedding in a bag or envelope with your name and wedding date clearly marked.

Should you wish to supply your own vases – please ensure they are all clean and have all unwanted stickers and labels removed. Vases are to be delivered to Wandin Florist least 2 weeks (14 days) prior in a box that is clearly marked with your name and wedding date. If vases are dirty, have sticky labels attached etc. - Wandin Florist will charge a \$2 per vase cleaning fee. Wandin Florist also reserves the right to not use provided items if they do not reflect the high standards held by Wandin Florist .

Privacy:

All your personal details are to be treated as confidential information and will not be disclosed under any circumstances to other parties, without your written authority.

Payment:

Payment may be made in the form of money order, credit card – both in store and over the phone, cash, bank cheque, and Eftpos in store.

Wandin Florist offers a 10% discount off the estimate total, to any client who wishes to pay in full upon quote acceptance.

Credit card payments can be made over the phone or in person.

Direct deposit is also available. Should you wish to pay by direct deposit, please follow the steps below:

Account Name:	Wandin Florist
BSB:	083 004
Account Number	741618553
Deposit Reference	BRIDES SURNAME then FIRST NAME
Deposit Amount	20% of total

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- You will need to provide a deposit reference - Please use the Brides Surname first, then given name - for example: "SMITH Mary".
- Email a confirmation of your deposit to wandin Florist@interfloraflorist.com.au
- Please be aware that deposits received without a deposit reference will be placed in a suspense account and will not be allocated to a client until such time as proof has been received to acknowledge owner of monies.
- Final/ full payment is required 30 days prior to event date. Wandin Florist will not guarantee supply

of floral materials if payment is received after this date.

- Only when final payment has cleared will flowers and/or materials will be ordered.

Other:

You agree and acknowledge that "Wandin Florist" is not responsible or accountable for any personal injury or negligence resulting for the use of goods supplied to you, or on behalf of you.

Wandin Florist reserves the right to change these terms and conditions without notice.



Name of Bride & Groom:	
Date of Wedding :	

ACCEPTANCE OF QUOTE

I,, have read and understood the above terms and conditions outlined in this document.

I have also completed the following tasks:

- I have read my detailed estimate and have taken the time to understand and research the flowers that have been outlined. I understand that the flowers outlined may not be available due to seasonal or supply issues, but Wandin Florist will make every effort to obtain the items listed and make the best decisions and advise accordingly of any issues as they arise.
- I understand that Wandin Florist will endeavor to design an individual bouquet for me and that the pictures inserted into my estimate are for demonstrative use only – to reflect colour, shape and/or style. Unless specified in writing, these pictures will only be used as a guide and will not be copied. I understand that Mother Nature plays a part in the size of my bouquet, the availability of flowers and issues outside both mine and Wandin Florists control.
- Wandin Florist is not responsible for the care and condition of the flowers once they have left the store and have been signed for by the Client.
- By signing this document, I am bound to accept the quote in full unless the specific timelines in regards to changes and cancellation notices are met as outlined in the document. I understand that I am allocated one free revised estimate and any additional revision will cost me \$20.
- I have read and understood that in the case where Townsville Flower Market are required to make a speedy substitution decision for my flowers – due to transport or supply issues, Wandin Florist will make the decision based on experience and understanding of the Clients overall theme and style. I will be notified of any changes or substitutions.
- If hiring items – I understand the charges relating to any loss or damages incurred.
- I agree and understand that if I nominate a delivery representative, they will be signing delivery documents that accept the flowers condition, freshness, style and shape. A signature from the representative will accept the flowers and state that I, the Client, is happy with the product. A signature of my representative will act as my own.
- I have read the terms and conditions are outlined by Wandin Florist in this document. I have understood them fully.

Date: / /

Signature: (Signature of fabulous client) Driver's License Number: State:
Expiry:

Credit card details: Name on card: mc/visa/debit ____/____/____
____/____/____ exp __/____ ccv ____

Credit Card Details for security of vases (if applicable) are not to be emailed – please call your consultant.

CONFIDENTIAL