



# **NOVA BLOOM**

## **Shipping Policy**

Nova Bloom - Shipping Policy

Effective Date: 1 January 2025

This Shipping Policy outlines the terms and conditions related to the shipping of your preserved wedding bouquet by Nova Bloom (hereinafter referred to as "we," "us," or "our").

### **1. Shipping of Your Bouquet to Us**

The customer (hereinafter referred to as "you" or "your") is responsible for arranging and paying for the shipping of their fresh wedding bouquet to our studio/workshop.

We recommend using reputable courier services such as PUDO, The Courier Guy, or PostNet.

Detailed instructions on how to prepare and package your bouquet for shipping are provided in our "Wedding Bouquet Preservation Service: A Step-by-Step Guide."

It is your responsibility to ensure the bouquet is adequately packaged to prevent damage during transit. We are not liable for any damage caused by inadequate packaging or mishandling by the courier service.

Please provide us with the tracking number of your package once it has been shipped so we can monitor its arrival.

Our shipping address for receiving your bouquet is to be confirmed upon ordering.

### **2. Return Shipping of Your Preserved Bouquet**

Upon completion of the preservation process, we will provide free delivery of your finished preserved bouquet back to you within South Africa.

We will choose a reliable courier service for the return shipment.

We will notify you once your preserved bouquet has been dispatched and provide you with the tracking information.

We take utmost care in packaging your preserved bouquet for its return journey to ensure it arrives safely.

### **3. Shipping Time frames (Return Delivery)**

The estimated delivery time frame for your preserved bouquet will depend on your location within South Africa and the courier service used. We will provide an estimated delivery window when we dispatch your order.

Please note that delivery times are estimates and may be subject to delays beyond our control (e.g., courier issues, logistical challenges).

#### 4. Shipping Address for Return Delivery

We will ship your preserved bouquet to the delivery address you provided during the order process. Please ensure this address is accurate and complete. We are not responsible for delays or nondelivery due to incorrect or incomplete addresses.

#### 5. Inspection Upon Arrival (Return Delivery)

Upon receiving your preserved bouquet, please inspect the packaging carefully for any signs of damage during transit. If the packaging appears damaged, please make a note of it when signing for the delivery and take photographs of the damage before opening the package.

If the preserved bouquet itself is damaged, please contact us immediately with photographic evidence of the damage to the packaging and the preserved piece. We will assess the situation and determine the appropriate course of action.

#### 6. International Shipping

Currently, our free return delivery service is only available within South Africa. For international shipping inquiries, please contact us for a custom quote. You will be responsible for all international shipping costs, customs duties, and taxes.

#### 7. Contact Us

If you have any questions about our Shipping Policy, please contact us at:

Nova Bloom

[novabloomsa@gmail.com](mailto:novabloomsa@gmail.com)

076 809 2409