



NOVA BLOOM

Terms and Conditions for Flower Handling and Preservation

By entrusting your wedding bouquet/Flowers to NOVA BLOOM, you agree to the following terms and conditions:

Flower Condition: You acknowledge that sending fresh flowers via courier carries inherent risks of damage during transit. NOVA BLOOM is not responsible for any damage that occurs to the bouquet during shipping.

Condition Confirmation: We will provide photographic evidence of the bouquet's condition upon arrival. By confirming your agreement to proceed after receiving these photos, you accept the flowers in their current state for preservation.

Flower Suitability for Resin: You understand that not all flower types are ideal for resin preservation and may experience changes in color or appearance during the process. NOVA BLOOM will use its best judgment to achieve the best possible outcome but cannot guarantee specific results for every flower type.

Disclaimer on Exact Color Matching: While we strive to retain the original colors of your flowers, you acknowledge that some fading or color changes can naturally occur during the preservation process, especially with certain varieties. We cannot guarantee an exact color match to the fresh blooms.

Preservation Outcome: While we strive for the highest quality preservation, the final appearance of the preserved flowers may vary slightly from their original state. Natural changes in color and form can occur during the preservation process.

Upfront Payment: Full payment for the agreed-upon preservation service is required

upfront before the preservation process commences.

Courier Responsibility: NOVA BLOOM is not responsible for any loss or damage to the bouquet caused by the courier service during its shipment to us. It is your responsibility to ensure adequate packaging and consider insurance with the courier if desired.

Preservation Time frame: The estimated completion time for preservation is typically between 4 to 6 weeks from the date of receiving the bouquet and is an approximation. This time frame may vary depending on factors such as flower type, moisture content, and the chosen preservation method. We will keep you informed of any significant delays.

Return Shipping: Return shipping of the completed preserved piece within South Africa is included in the preservation cost.

Display and Care Instructions: Care instructions for your preserved bouquet will be included in the packaging upon its return to you to ensure its longevity.

Unforeseen Circumstances: In the event of unforeseen circumstances that may affect the preservation process (e.g., significant damage upon arrival making preservation unfeasible, equipment malfunction), we will communicate with you promptly to discuss potential solutions, which may include a partial refund or alternative options.

Liability: NOVA BLOOM's liability is limited to the agreed-upon preservation service. We are not liable for the sentimental value of the flowers.

Cancellation: Once the preservation process has begun, cancellation is not possible, and no refunds will be issued.

Data Privacy: We are committed to protecting your personal information. Any data collected will be used solely for the purpose of fulfilling your preservation order and communicating with you about the process. We will not share your information with third parties without your consent, except where required by law.