

## CONTRACT TERMS AND CONDITIONS

Iris Floral and Event Design Studio, LLC will provide floral design services as stated in the accepted design proposal.

### PAYMENTS:

No date is confirmed without a deposit. Once contracted, the price is firm and will not be reduced more than 10% without approval from an Iris representative. Final payment is due one month prior to the event. Without final payment, flowers will not be ordered and contract is void. Payments may be made by cash, check, money order or credit card.

### CHANGES/ADDITIONS:

Changes/additions and any final choices/quantities are due at least one month before the event. Designs/colors may be re-worked within the contracted price. Additions/changes within a month of the event will be accepted based on availability and schedule with payment due at time of order. If an item is cancelled less than a month before the event, there is no refund; flowers will be used to upgrade other designs.

### SUBSTITUTIONS:

All efforts will be made to provide the exact varieties of flowers and materials described. In the event that a particular item is not available or is not of a suitable quality, Iris is authorized to make reasonable substitutions without a change in price. Natural variances in size and color may occur; we do not ever guarantee that a flower color will exactly match a fabric color. Client will be notified of any significant changes or substitutions.

### RENTALS:

Client assumes responsibility for rental items while in use at the client's event and will be billed for the replacement costs of any rental items damaged or missing after the event. Iris staff will return to pickup rental items; we do not allow clients to return items after an event.

### DELIVERY/INSTALLATION:

Cost is based on the location, on-site design requirements, site vendor guidelines and the delivery schedule requested by client. Changes to the schedule or unexpected on-site delays may involve additional labor charges.

### CANCELLATION:

If the event is cancelled by the client, for any reason, more than 90 days prior to the event, 50% of the deposit will be refunded; less than 90 days prior, no refund of deposit; less than 30 days prior, no refunds of any payments. If the event cannot go on as scheduled due to uncontrollable circumstances such as a natural disaster, client will receive a reasonable credit, less costs already incurred by Iris, towards a future event.