

# Willow & Ivy Design LLC-Floral Contract

This agreement is established between \_\_\_\_\_ and Willow & Ivy Design LLC  
for services contracted for an event on \_\_\_\_\_.

## **Terms & Conditions:**

Willow & Ivy want your event to be as stress free and perfect as possible. If you are unhappy at any time or last minute issues arise, please bring it to our attention so we can resolve any problems. Customer service is our priority!

Willow & Ivy reserves the right to use any photos taken of our designs at your event, for promotional purposes.

The designers of Willow & Ivy do not plagiarize others' work. All designs are custom. Any pictures provided during consultations will only be used as inspiration and reference for final products.

Though Willow & Ivy will do everything to protect items, prevent damage, and seal their products, please understand that working with live plant material can be unpredictable and moisture, pollen, and other plant material may shed. Please remember that plant material may deteriorate with heat, extreme cold, lack of water, heavy handling, and length of event.

While working with live plant material, we cannot always guarantee availability of specific floral material as it is dependent on season, weather, suppliers, etc. Though Willow & Ivy will do everything they can to find exactly what you are looking for, substitutions may be necessary.

Willow & Ivy reserves the right to substitute any florals that arrive below the quality standards of the designers. Replacements will match client colors, textures, and event theme per designer discretion.

Willow & Ivy is not responsible for damages to product made in transit due to client pick-up, delivery, and/or handling. Once Willow & Ivy releases items to client, the client becomes fully responsible for items.

Two consultations are offered at no charge to clients, per event. Additional consultations will be subject to further charges at \$50 per consultation.

Availability for coordination, decorating, teardown, and/or other services is not guaranteed with floral contracts.

Changes to the event order can be made up to four weeks before the wedding. Additional charges may occur for additional product or add-on services, and availability may be limited.

Materials used and/or left by designers to assist in delivery and transport of materials (i.e buckets, vases, totes, boxes) may be used to assist the client on the day of the event and should be treated as rental items unless the client has chosen to purchase such items. All rental materials are to be returned to Willow & Ivy Design following the event. If items are not returned, client will be charged for cost of each item.

**A "toss" bouquet is included in your quote, at no charge, as a gift from the designers as a thank you for working with Willow & Ivy!** Any extra items included upon delivery (floral pieces not included in your original quote) have been included at no charge due to extra materials and in case of damage/loss of originals at the event. Extras are not guaranteed!

## **Quotes & Payments:**

All payments must be made by cash or check written to Willow & Ivy Design. All returned checks will result in a \$30 fee added to the total balance.

Understand that Willow & Ivy tend to quote events "high" to prevent add-on costs to clients in the end while also accommodating constantly fluctuating floral costs. Balances may change but an ending balance less than the quoted price is not guaranteed.

A \$100 non-refundable deposit is required to secure and reserve services for your event. We serve clients on a first come-first served basis. This deposit is discounted from the client's ending balance due.

50% of the quote is due no later than one month prior to the event. The remainder of the balance is due upon delivery. Items will not be delivered without final payment.

If a client contracts services from Willow & Ivy Design less than one month before the client's event, the \$100 deposit is due immediately and half of the quote is due upon signing a contract.

If the client misses a payment deadline, a \$5, non-refundable, fee will be applied for every day the payment is late, to the total amount due.

**Cancellations & Refunds**

Though we hope it never happens, a client can choose to end their contract at anytime by notifying Willow & Ivy Design. \$100 deposits are non-refundable. Remaining refunds will be dependent on date of contract termination:

**4 Weeks+ Before Event**=50% down payment and 50% final balance payment (Full refund)

**1-4 Weeks Before Event**= 50% final balance payment,50% down payment must be paid (1/2 refund)

**Within 1 Week of Event**=Contract must be paid in full (No refund)

In the unlikely event of emergency, fire, or natural disaster, and services cannot be provided by Willow & Ivy Design, liability is limited to a full refund of event charges.

A client may change/postpone their original event date with notification 1month+ in advance with no penalty, contingent on Willow & Ivy's availability. If the change is made within a month of the contracted event, fees will be applied accordingly. The new event date must fall within one year of the original event date. A date cannot be changed or postponed more than once. If the client would like to change the date for a second time, the original \$100 deposit is forfeited and a new \$100 deposit is required.

Willow & Ivy reserves the right to terminate this agreement at any time if obligations cannot be met by the client.

**CLIENT INFORMATION**

**Client Name(s):** \_\_\_\_\_

**Client(s) Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Type of Event:** \_\_\_\_\_ **Event Date:** \_\_\_\_\_ **Delivery Time:** \_\_\_\_\_

**Event Location:** \_\_\_\_\_

**Notes:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**I, the undersigned client(s), understand and agree to the contractual terms stated above and have checked that all information is correct.**

X \_\_\_\_\_ Date \_\_\_\_\_

X \_\_\_\_\_ Date \_\_\_\_\_

**Client Signature(s)**

Please mail to:  
**Willow & Ivy Design**  
**1106 Oakes Rd**  
**Boscobel, WI 53805**