



*Thank you so much for reaching out to The Faux Bouquets! We are so happy that you are considering us to be one of your vendors. We hope you found this brochure helpful in answering many common questions about our Custom order process. Happy clients are always our goal!*

[www.TheFauxBouquets.com](http://www.TheFauxBouquets.com)

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## Custom Listings

We excitingly offer Custom Listings to perfectly meet your style goals and order size needs! Each listing is specially outlined and set-up for you. We send you a direct link where you can easily review order details and make your purchase via many accepted payment methods.

For the actual listing that we would specially set-up for you, we make this process simple! We want to be upfront that we cannot make exact replicas of any single photo, so we request your three favorite inspiration photos of bouquets you have fallen in love with that you want your order designed after.

We design everything after a combination of those pics for color palette and finished style. We do require a minimum of three photos, as that helps us solidly grasp your design goals.

Bridal and bridesmaids' bouquets are available in various sizes to meet your budget and style goals. Boutonnieres are available in two styles: pin-on or magnetic. Each corsage comes standard on ivory faux pearls.

Additionally, we offer optional upgrade services that you may be interested in! Some upgrades provide you completion photos and a round of alterations prior to shipping your order, while others are rush services, or Signature Confirmation upon delivery of your order.

## Pricing and our Floral Menu

We know pricing is always a common question! So, for easy budget planning, please visit the link to our Floral Menu (<https://www.thefauxbouquets.com/shop>) where you can review costs on the pretty items you may be interested in for our Custom Orders!



## *What do we need from you?*

1. Three (3) Bridal Bouquet inspiration photos
2. List of pieces and desired sizing
3. Ribbon Choice
4. Any upgrades you want to add-on

## Special Requests

We are inspiration-based designers here at The Faux Bouquets! We understand many brides have special requests for design preferences. Please know, our shop is very hesitant to outline these types of requests, as they open more interpretation than the photos alone. We stray away from outlining or verbally naming color preferences, specific types of flowers to be incorporated, or other similar requests.

We do not want to promise something we cannot guarantee to deliver with any specific requests. Essentially, we “blend” your three inspiration photos to create one-of-a-kind items, just like a fresh florist would. Those photos give us a solid idea of flower types you love, accent and foliage balance, shapes, and more. Simply put, we design everything after a combination of those pics for color palette and finished style. Ideally, we really want to only attach photos to your listing that ultimately grasp “the family of photos” of what you would love to receive in the end.



## Arch Décor & Garlands

Please know, we currently do not design arch specific pieces. Often, these super lush pretties are “installation” pieces, meaning they are assembled on-site the day of. For suggestions on decorating your arch, we recommend ordering floral garlands, as these strands can be layered together for a lush and layered look. You can also order multiple strands to line your arch with the garlands end-on-end for a lengthy finish or appearance. Our garlands also double nicely to serve as table-décor after being used on the arch! Floral garlands are always custom quoted, as they would be dependent on lushness of foliage, amount of florals or accents, and quantity you desire to order.



## Accessories

We design smaller items such as boutonnieres and corsages off the 3 inspiration photos of bridal bouquets you’ve sent us to work from.

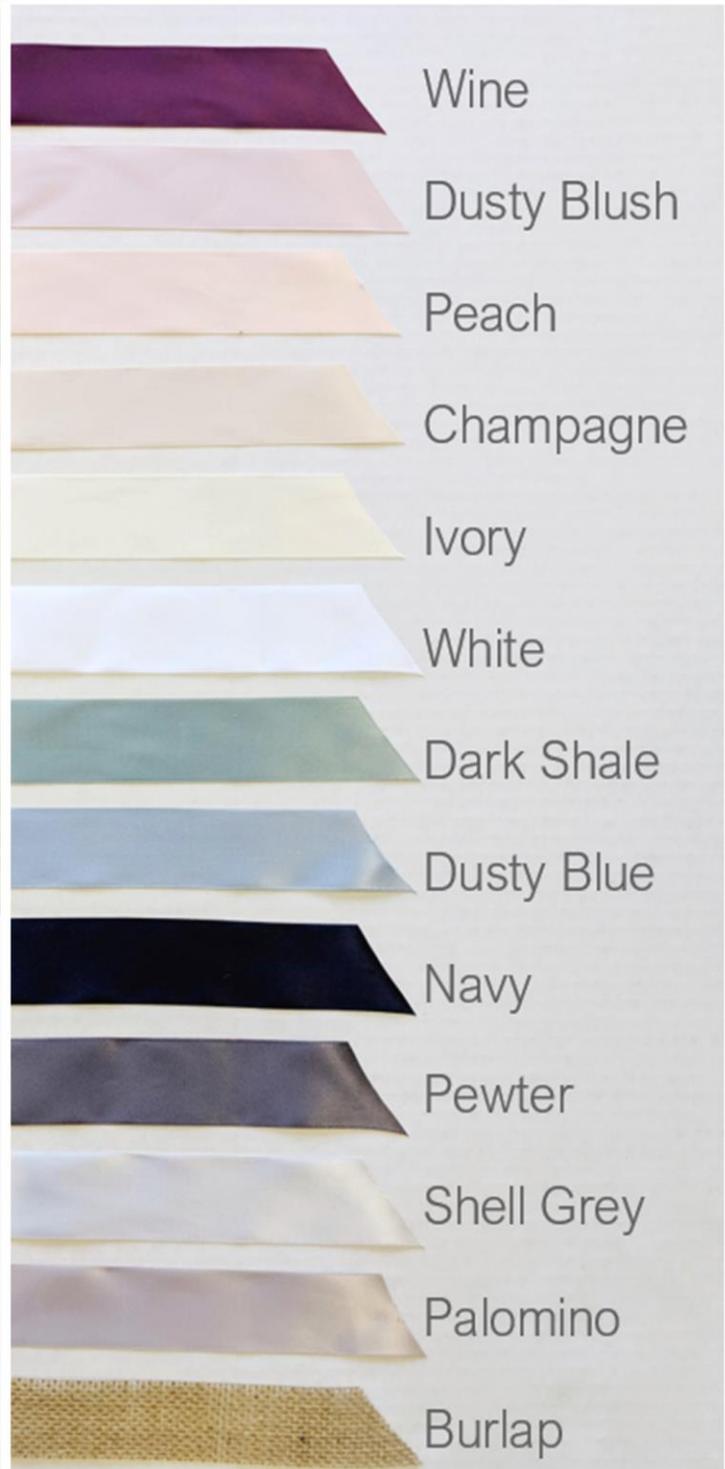
We understand that you want your wedding set to perfectly coordinate, so we basically take the smaller blooms and accents that are used in your bridal bouquet (or similar to the inspiration photos) to design these pieces from.

We recommend browsing our “Boutonniere” or “Corsage” sections of our shop to see our design style. As you will notice, everything with our accessories are automatically designed in a “coordinated, mix-matched” fashion, as that intricacy is what is quite in-trend!

## Upgraded Ribbon Options

Any items that require a ribbon finish will be completed with our Ivory ribbon at no additional cost. If you prefer another color, we offer this at a flat fee for \$20, regardless of quantity of items you order, as we special order these other ribbon colors. To the side of this paragraph, you will find our other selections to choose from.

We also offer flowy, trailing ribbon for our bridal and bridesmaids' bouquets. Bridal bouquets would have 12" long ribbon and bridesmaids at 8" long. This upgrade costs \$5 per bouquet that you desire the trailing ribbon.



## Expedited Shipping Upgrade

All orders are shipped via FedEx Ground, the most cost friendly (and typically slowest) of FedEx's services. However, if you desire expedited shipping services, we are happy to accommodate these requests, provide a quote, and ship via the expedited method of your choice. To properly quote your expedited shipping, we would need to know which items and sizes you plan to order, along with your postal code that these would ship to.

## Signature Confirmation Upgrade

If you would like signature confirmation service for the delivery of your package, this needs to be requested prior to shipping your order. This \$7 upgrade service will require a direct signature and personal hand-off upon delivery to ensure your package is not left on your doorstep by FedEx.



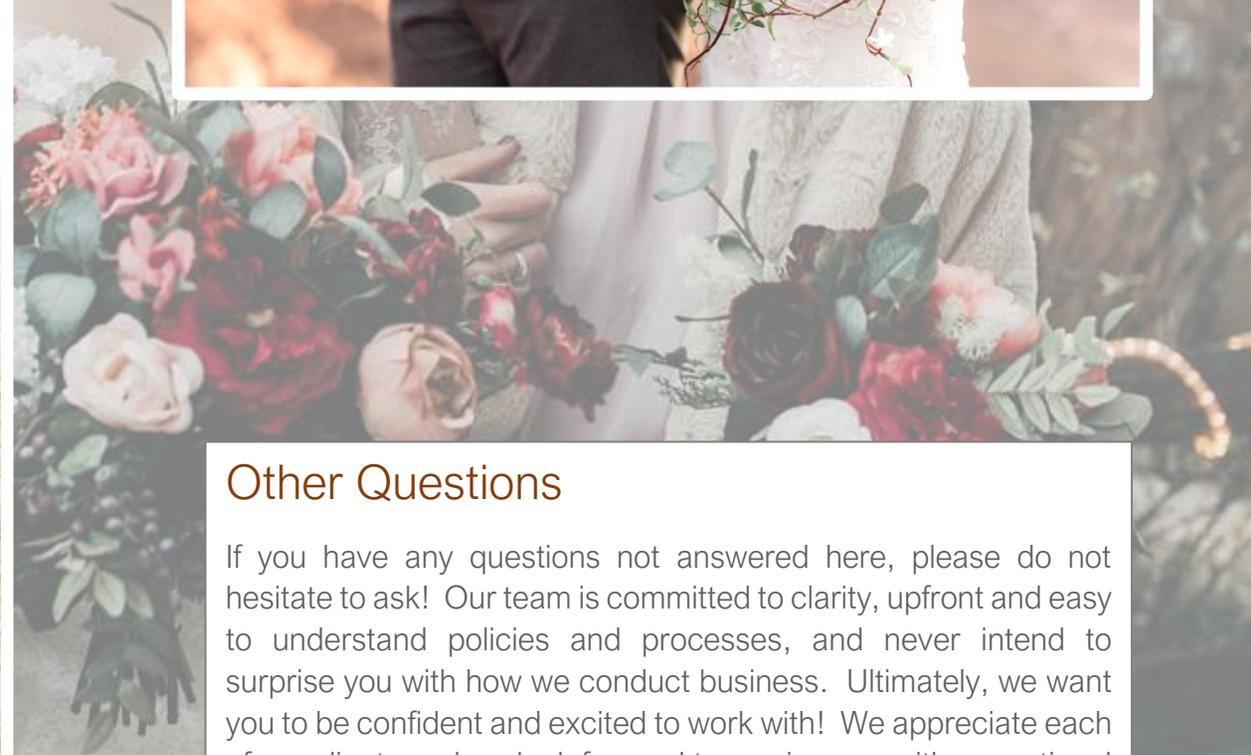
## General Shipping Policy

Orders are shipped with tracking and coverage (purchase value) via FedEx Ground or Home Delivery, the most cost friendly of FedEx's services (unless otherwise upgraded or outlined within your listing). FedEx Ground deliveries typically take 3-7 business days to arrive, but this transit time is not guaranteed, which is why we offer Expedited shipping methods that come with quicker expected dates of delivery.

Orders are carefully packaged in sturdy boxes with packing paper and/or bubble wrap inside to keep items safe during transit. Your order is guaranteed to be in perfect condition when we drop off your package for shipping. However, after it is out of our tender loving care, we unfortunately cannot be responsible for how the package is handled. If a claim is needed in an unfortunate event, we (as the sender) will use the tracking number to initialize and input the claim to FedEx and The Faux Bouquets is not responsible. Of course, if your package ships to an undeliverable or incorrect address, you are responsible for any costs to resend or redirect the package.

## Refunds, Cancellations, or Exchanges

Please know, we do not accept returns, exchanges, or cancellations for any reason, as we specially set aside materials and design time for each order.



## Other Questions

If you have any questions not answered here, please do not hesitate to ask! Our team is committed to clarity, upfront and easy to understand policies and processes, and never intend to surprise you with how we conduct business. Ultimately, we want you to be confident and excited to work with! We appreciate each of our clients and we look forward to serving you with exceptional customer service!