Terms of Service

Please read these terms before placing a floral preservation order with A Resin To Remember, LLC®. Each piece is custom made from natural materials. The following terms explain what to expect, how to prepare your flowers, and our cancellation and return policies.

You are contracting with A Resin To Remember, LLC® to produce a unique hand-crafted product involving the use of vegetative medium which means that not only will each product be unique, but it will be different from your original fresh floral bouquet. You acknowledge as follows:

Flowers and preservation

1. That natural variations and changes occur during our flower preservation process. These include:
    - Color variations from the original fresh flower
    - Natural markings such as translucent areas and slight bruising that may become more visible
    - Small bubbles that are inherent to the preservation method
    - Minor shifts in flower positioning within the resin

These characteristics are part of the artistic nature of preserved flowers and contribute to each piece's unique beauty. While we take great care in our preservation process these nature variations should be expected and appreciated as part of your handcrafted item.

2. That if you send flowers that you have dried in advance, A Resin To Remember, LLC® is not responsible for mold, rot, or hairs that may be visible and/or emerge from the flowers during the preservation process.

3. That we cannot successfully preserve any pre-dried flowers that still contain any moisture. We cannot press pre-dried flowers.

4. Flowers that have been placed in a refrigerator or freezer before they are sent to A Resin To Remember, LLC® will inevitably contain rot and mold and will not produce a satisfactory product.

5. That A Resin To Remember, LLC® reserves the right to refuse to preserve flowers that arrive damaged and/or wilted, where in the opinion of A Resin To Remember, LLC® designer preservation attempts will not be successful. In such an instance, A Resin To Remember, LLC® will not be responsible to return the damaged and/or wilted flowers, although for an additional cost A Resin To Remember may agree to shop for appropriate replacement flowers to most closely approximate your original arrangement.

6. Please package and ship flowers according to the instructions provided for your order and use the confirmed shipping or drop off location. We cannot control a third party carrier while flowers or finished products are in transit. Please contact us promptly if a shipment arrives damaged so we can review the issue and assist with a carrier claim when appropriate. The delivery terms below explain the address and shipment method for finished products.

7. That resin can yellow or amber over time. That even in the best of conditions, this process is a natural process for which A Resin To Remember, LLC® assumes no liability. Flowers pressed behind glass will change colors/brown over time and A Resin To Remember, LLC® is not responsible for these natural changes that the flowers will undergo.

Production and design

8. Estimated production times: Standard resin and pressed pieces take approximately eight months on average and may take longer. Lamps, charcuterie boards, and resin and wood trays generally take 8–12 months. Tables generally take approximately 12 months. These are estimates, not guaranteed completion or delivery dates.

Timing can change based on order volume, flower condition, material availability, the complexity of the piece, and production conditions. We will communicate material delays and comply with any rights applicable to an order that is shipped.

Production order is based on the date the final payment is received. An earlier booking or flower drop off does not reserve an earlier place in the production queue unless final payment has been made.

9. I understand that A Resin To Remember, LLC® has the right to photograph all and any products that are made through A Resin To Remember, LLC to be used on social platforms as well as in advertisements without any limitation from clients.

10. I understand that color correction is an artistic service we offer to the client to color match as close as possible to the original flowers while also reducing the number of transparent spots and color changes. However, it will never be the exact same color as the original bouquet. (Color correction is currently only available for pressed frames)

11. A Resin To Remember, LLC® may decline or cancel an order when preservation cannot reasonably be completed or the working relationship makes satisfactory completion impracticable. If we cancel an order, we will inform the customer and address payment and materials in accordance with applicable law and the work already performed.

Product use

12. A Resin To Remember, LLC® is not held responsible or liable for any injuries sustained in relation to the product.

13. Hot items should not ever be directly placed on any resin piece, including tables. Tables are for display only.

Bouquet accessories and personal items

Before shipping or dropping off flowers, remove any bouquet charm, jewelry, ribbon, handkerchief, fabric from a bridal gown, photograph, or other personal item that you do not want incorporated into the finished piece. Tell us in writing which items, if any, you want included. Accessories may loosen or detach during handling, drying, pressing, casting, or shipping. We cannot accept responsibility for an item that detaches, is lost, or is damaged during those processes, to the extent permitted by law. For irreplaceable items, please discuss a reproduction or alternative before providing the original.

Cancellation and refunds

A customer who cancels a preservation order within 24 hours after purchase is eligible for a refund of 85% of the amount paid for that order. The remaining 15% is a nonrefundable processing fee. After 24 hours from purchase, preservation orders are nonrefundable and cancellation does not entitle the customer to a refund. This policy has no discretionary exceptions, subject to any refund or cancellation rights required by applicable law. A cancellation request must be sent in writing using the contact method shown on the order confirmation; the time we receive it determines whether it falls within the 24 hour window.

Custom products and returns

Every preservation order is personalized and made to order. Finished products are sold as is. We do not accept returns, exchanges, or refund requests based on a change of mind, an expected appearance that differs from the natural variations described above, or a production estimate that changes. Please contact us promptly if you believe an item is damaged, defective, or different from the order you placed. Nothing in this section removes rights or remedies required by applicable law.

Proofs and design decisions

For larger pieces when a design proof is offered, please respond within 48 hours. Up to three design changes may be requested before approval. Production may pause while awaiting a response. Small items such as spheres, ring holders, ring dishes, and ornaments do not receive proofs. Flower placement and the amount of usable floral material depend on the size and form selected.

Care and pickup

Keep finished pieces away from prolonged direct sunlight and excess heat. Never place hot items directly on resin pieces. Tables are for display only. Shadow boxes are available for pickup only. Arrange collection or return shipping according to the options confirmed for your order.

Shipping and delivery of finished orders

We will use the shipping address you confirmed at checkout unless you notify us of a change in writing before your order ships and we confirm the update. It is your responsibility to keep your delivery address current throughout production. We are not responsible for delays, loss, misdelivery, or extra costs caused by an incorrect or outdated address you provided, to the extent permitted by law. Any remaining balance must be paid in full before we release an order for shipment.

Finished orders are shipped without a signature requirement. The carrier may leave the package at the delivery address, including at the door. Once the carrier accepts the package, its handling and delivery are outside our direct control. If tracking shows a delivery problem, contact us promptly so we can help review the shipment or carrier claim. These terms do not remove rights or remedies required by applicable law.

Gift cards

Gift card purchases are final. Gift cards cannot be returned or refunded, except where required by applicable law. Applicable gift card terms, including any expiration or fee information, will be disclosed with the gift card.

Changes to orders and pricing

Our preservation methods, materials, and production process may change over time. If you request to add items or change an existing order, we will quote the additional or revised work at the prices in effect when the change is requested. Pricing from the original order is not guaranteed for new or changed work. We will confirm the revised price with you before proceeding with that work.

Questions and concerns

We respond to Google reviews and do our best to resolve concerns fairly. If something is not right with your order, we ask that you contact us directly first and give us an opportunity to understand the issue and work toward a solution before posting a review or sharing a complaint publicly. This is a request, not a requirement: you remain free to post an honest review or share your experience at any time.

Additional legal terms

14. Disclaimer of Warranties: A RESIN TO REMEMBER, LLC® SPECIFICALLY DISCLAIMS ANY AND ALL WARRANTIES AND ALL IMPLIED WARRANTIES (EITHER IN FACT OR BY OPERATION OF THE LAW) INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, OR ANY IMPLIED WARRANTY ARISING OUT OF A COURSE OF DEALING, CUSTOMER USAGE OR TRADE.

15. Limitation of Liability: IN NO EVENT SHALL A RESIN TO REMEMBER, LLC®, ITS OWNERS, OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS, BE RESPONSIBLE FOR INDIRECT, SPECIAL, NOMINAL, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL LOSSES OR DAMAGES, OR FOR ANY PENALTIES, REGARDLESS OF THE LEGAL OR EQUITABLE THEORY ASSERTED, INCLUDING CONTRACT, NEGLIGENCE, WARRANTY, STRICT LIABILITY, STATUTE OR OTHERWISE, EVEN IF IT HAD BEEN AWARE OF THE POSSIBILITY OF SUCH DAMAGES OR THEY ARE FORESEEABLE; OR CLAIMS BY A THIRD PARTY. A RESIN TO REMEMBER, LLC® MAXIMUM LIABILITY FOR ANY CLAIM UNDER THIS CONTRACT SHALL NOT EXCEED THE AMOUNT PAID BY YOU HEREUNDER, OR THE ACTUAL PROOF OF DAMAGES, WHICHEVER IS LESS. IT IS EXPRESSLY AGREED THAT YOUR REMEDY EXPRESSED HEREIN IS YOUR EXCLUSIVE REMEDY. THE LIMITATIONS SET FORTH HEREIN SHALL APPLY EVEN IF OTHER REMEDIES FAIL OF THEIR ESSENTIAL PURPOSE.

16. Should A Resin To Remember, LLC® incur legal expense in connection with any effort to collect monies due hereunder or to defend itself relative to any claims made hereunder, A Resin To Remember, LLC® shall be entitled, to the fullest extent under the law, to reasonable legal fees and costs associated therewith. This contract shall be governed by the applicable provisions of the law of the State of Georgia.

17. Please report any concern about damage or an incorrect item in writing within thirty (30) days of delivery, with photographs and the order number when possible. This request does not limit any rights that cannot legally be waived.

18. If any provision of this contract is found to be ineffective or unenforceable for any reason, such provision shall be fully severable, and this contract shall be construed and enforced as if such provision never comprised a part of this contract. The remaining provisions of this contract shall remain in full force and effect and shall not be affected by any ineffective or unenforceable provision or by the severance from this contract.