

# A Resin To Remember, LLC®■

## Terms of Service

Note: This contract includes a limitation of liability and limitation of remedies.

You are contracting with A Resin To Remember, LLC®■ to produce a unique, hand-crafted product involving the use of vegetative medium. Each product will be unique and will differ from your original fresh floral bouquet. You acknowledge and agree to the following terms:

- 1.** Natural variations and changes occur during the flower preservation process, including color variations, natural markings, small bubbles, and minor shifts in flower positioning. These characteristics contribute to the unique beauty of each handcrafted piece.
- 2.** If you send flowers that have been dried in advance, A Resin To Remember, LLC®■ is not responsible for mold, rot, or hairs that may appear or emerge during preservation.
- 3.** We cannot successfully preserve pre-dried flowers that still contain moisture. Pre-dried flowers cannot be pressed.
- 4.** Flowers stored in a refrigerator or freezer before shipping will contain rot and mold and will not produce satisfactory results.
- 5.** A Resin To Remember, LLC®■ reserves the right to refuse preservation of damaged or wilted flowers that, in our opinion, cannot be successfully preserved. Replacement flowers may be purchased for an additional cost.
- 6.** A Resin To Remember, LLC®■ is not responsible for lost or damaged products due to Acts of God, shipping damage, or address errors made by the client.
- 7.** Resin may naturally yellow or amber over time. Pressed flowers behind glass may also change color or brown with age. These are natural processes beyond our control.
- 8.** Standard custom pieces require 4–6 months to complete. Custom table orders typically require 6+ months due to complexity and size.
- 9.** A Resin To Remember, LLC®■ has the right to photograph and use images of all products created for promotional purposes without client limitation.
- 10.** Color correction is offered to closely match original flower colors and minimize transparency but will never exactly replicate the original bouquet (available only for pressed frames).

- 11.** A Resin To Remember, LLC® has the right to cancel an order at any time if the client relationship is deemed unsuitable for satisfactory results.
- 12.** A Resin To Remember, LLC® is not liable for injuries related to use of any product.
- 13.** Hot items should never be placed directly on any resin piece, including tables. Resin tables are for display only.
- 14.** Disclaimer of Warranties: A Resin To Remember, LLC® disclaims all warranties, including implied warranties of merchantability and fitness for a particular purpose.
- 15.** Limitation of Liability: In no event shall A Resin To Remember, LLC® or its agents be responsible for indirect, incidental, or consequential damages. Maximum liability shall not exceed the amount paid by the client.
- 16.** If A Resin To Remember, LLC® incurs legal expenses for collection or defense, the company is entitled to reasonable legal fees and costs under Georgia law.
- 17.** Any claim for damages must be made in writing within thirty (30) days of delivery. Failure to make a timely written claim constitutes a waiver.
- 18.** If any part of this contract is found unenforceable, the remaining provisions shall remain in full effect.
- 19.** Embedded Items Disclaimer: When incorporating jewelry, photographs, invitations, fabric, ribbons, lace, paper, ashes, hair, or other personal mementos into resin, the client acknowledges that chemical or physical reactions can sometimes occur between the resin and these materials. These reactions may include clouding, air bubbles, color shifts, or surface texturing. A Resin To Remember, LLC® takes every precaution to minimize imperfections, but some factors are beyond our control. By proceeding, the client accepts these natural possibilities as part of the handcrafted process and understands that they do not constitute a defect or cause for refund or remake.

## Refund, Rescheduling & Lost Bouquet Policy

If a custom preservation order is canceled within 24 hours of purchasing and a client requests a refund, we will issue it at a 100% refund. If requesting a custom preservation order cancellation outside of 24 hours after purchasing, no refunds are accepted. There are no exceptions for this. Personalized, custom items are sold on an as-is basis and cannot be returned. All refunds, when applicable, are processed to the original form of payment within 7–10 business days.

Flower arrival dates may be rescheduled at any time with no extra fees. Clients may use their order payment as a credit for any date within 1 year of the scheduled date. Credits are non-transferable and may only be used by the original client for a future preservation order. If the client fails to communicate a new date within one year, the credit will automatically expire.

A Resin To Remember, LLC® is not responsible for lost, stolen, or damaged bouquets. We are not liable for anything that happens to the flowers during the event or during transit. We prepare for each order by purchasing all necessary supplies ahead of time. Therefore, we do not offer full refunds for lost, stolen, or damaged bouquets.

1. For lost bouquets during shipping only: Proof of a lost package or bouquet will be required to submit a refund request. We offer 50% refunds for bouquets proven lost in the mail (via tracking documentation). 2. Replica bouquet option: Clients may send A Resin To Remember, LLC® a replica bouquet through their original florist and overnight or drop off the flowers at our studio. You may also dry the flowers with our drying instructions yourself, then send them later to save on overnight shipping. 3. Preserving damaged bouquets: Clients may still preserve their damaged bouquet with A Resin To Remember, LLC®. It is normal for some flowers to brown slightly in transit. We can often preserve flowers that have undergone light bruising or browning (as long as the client understands the final product will reflect that). However, if flowers have excessive browning, mold, mildew, or rot, we cannot dry or preserve them to our standards.

Important: By placing an order with A Resin To Remember, LLC®, you acknowledge and agree to the terms and conditions stated above. These policies are in place to ensure transparency, fairness, and consistency for all clients.

For questions regarding these terms or policies, please contact:

**Sherry Valenzuela**

A Resin To Remember, LLC®

Email: [aresintoremember@yahoo.com](mailto:aresintoremember@yahoo.com)

Phone: 423-355-8365

Website: [www.aresintoremember.com](http://www.aresintoremember.com)