



Freeze Drying Agreement
222 E. Main Street Midland, MI 48640
989.631.5673
lilpeartree.com

THE PROCESS

- Flowers are photographed upon receipt before being processed so our designers will have a visual record of the condition, colors, and design of your flowers.
- Keepsake selection must be done within 30 days of dropping off your fresh flowers.
- Creating your special keepsake can take up to 4 months from your order date. Please be advised that your "order date" is the date your keepsake is *paid in full*, not the date you placed the order.
- Once your design is complete, we will send you a picture for approval. After your consent, we will attach and seal your keepsake.
- Any pieces left for more than 90 days are considered abandoned and property of Lil' Pear Tree.

UNDERSTANDING FREEZE DRYING

- After you leave your flowers with us, they are pre-processed and placed in a freezer where they are safely kept until it is time to run the freeze dryer.
- Once flowers are placed in the freeze dryer, it is not opened for 14 days.
- During the sublimation process, the color of your flowers can change and may cause smaller blooms to fall off the stems.
- All stephanotis must be replaced at an additional cost to the customer since they only freeze dry well when fresh.

DESIGNING

- As professional floral designers, we strive to make your keepsake as close to the original using the photo reference and notes taken during consultation(s).
- The overall choices of flowers used will be determined by the designer based on the size of the keepsake and quality of the flowers in their dried state. This may also include color enhancing the flowers if necessary.
- If you would like the design of the flowers in your keepsake altered before approval, we are happy to make changes. Due to the sensitivity of the product, ongoing changes require huge efforts and can result in damage to the flowers. Adjustments that Lil Pear Tree deem major or require multiple revisions may result in an additional fee of \$75/hour.

(updated 1/17/19)

- Once your keepsake is sealed, we will not be able to open it without damage to the keepsake. If you request a change after approval, there will be additional charges including labor (\$75/hr).

ACTS OF NATURE

- Should there be an act of nature such as a loss of power or machine malfunction that causes damage to your flowers, Lil Pear Tree will replace them at no cost to you. Acts of nature may also delay the expected completion of your keepsake. Should this occur, you will be notified

KEEPSAKE WARRANTY

- If there is a problem, please contact us within 30 days from the date the keepsake was picked up from Lil' Pear Tree so we can arrange to have it addressed with the manufacturer. These repairs will be done at no cost to you. **Damage due to mishandling or tampering is not covered by the warranty.** An additional \$75 an hour will be charged to repair the damage. Upon receiving the keepsake, a Lil' Pear Tree staff member will assess the damage to determine which has occurred. The determination will be based on our expertise and mastered craftsmanship in floral preservation.

TAKING CARE OF YOUR KEEPSAKE

- Keep your preserved flowers out of humid and wet areas such as bathrooms, kitchens, and outside porches. Direct sunlight can cause deterioration and premature fading.
- Use an ammonia free glass cleaner and a soft cloth to clean acrylic and glass.
- Over time, freeze dried flowers can change color tones and may take on a more Victorian shading.

PAYMENT

- All purchases under \$150 must be paid in full.
- A \$150.00 non-refundable deposit or payment in full is due upon drop off for all purchases over \$150.
- Bridal bouquets require a \$300 non-refundable deposit or payment in full upon drop off.
- The remaining balance is due in full within 30 days. Any keepsakes not paid in full by 90 days are considered abandoned and property of Lil' Pear Tree.
- All freeze dry sales are final.

Please be advised that we will not begin to design your keepsake until it is paid in full.

Deposit Amount: _____ Date: _____

Remaining Balance: _____ Due: _____

USPS rates, which include insurance, apply at an additional charge for keepsakes shipped from Lil Pear Tree.

This agreement is your consent to authorize Lil' Pear Tree to freeze dry your flowers and create a freeze dried floral keepsake using necessary materials and techniques. By signing this agreement, you or your agent, are agreeing to the terms set for forth by Lil' Pear Tree regarding the freeze-drying process. Any "write ins" on this contact by you or your agent are invalid.

(Customer signature) _____ (Date)_____

(LPT Signature)_____ (Date)_____

Yes! Please email me a copy of the contract _____

How did you hear about us? _____



Keepsake Pick-up Approval

(Customer signature)_____ (Date)_____

(LPT Signature)_____ (Date)_____