

POYNTER'S PETALS

Policies & Order Information

Please review prior to placing an order or booking an event.

SECTION I — PRODUCT ORDERS

Ordering & Confirmation

All product orders must be submitted through the designated Poynter's Petals order form or otherwise confirmed directly by Poynter's Petals. Please complete every required section of the form. A successful submission will display a confirmation message directly under the submission button.

The form can occasionally be picky. If you are unsure whether your order was received, please message Poynter's Petals to confirm. Submission of a request does not guarantee availability until the order has been accepted and any required payment has been received.

Payment

Payment instructions will be provided with your order confirmation. Product orders must be paid electronically using Venmo or Zelle, unless another electronic payment method is specifically approved by Poynter's Petals. Cash is not accepted for product orders. Product orders are not secured until required payment is received.

Product Cancellations, Refunds & Changes

Cancellations must be made at least 48 hours before the scheduled pickup or delivery to be eligible for a refund, less any non-refundable materials already purchased specifically for the order.

Cancellations made after the 48-hour cancellation deadline are non-refundable. This includes cancellations made within 48 hours of the scheduled pickup or delivery.

Changes to colors, size, design, pickup date, or other order details are subject to availability and are not guaranteed once flowers or custom materials have been purchased or preparation has begun.

Fresh Flowers, Availability & Substitutions

Flowers are natural, seasonal products. Exact varieties, shades, shapes, sizes, and stages of bloom may vary from photos, inspiration images, and previous arrangements.

If a requested flower, color, container, ribbon, treat, or other item is unavailable or does not meet quality standards, Poynter's Petals may make a reasonable substitution of similar style, color, value, or overall aesthetic. Reference photos are treated as inspiration unless an exact design has been specifically confirmed.

Custom & Specialty Products

Custom orders are designed around the information provided by the customer, including occasion, color palette, budget, preferred flowers, and overall style. Final design decisions may be made based on flower quality, availability, mechanics, and the overall appearance of the finished piece.

Floral cakes are fresh flower arrangements designed to resemble cakes and are NOT edible. Unless explicitly stated otherwise, containers, floral foam, picks, toppers, and decorative materials should not be consumed.

Dance florals, including bouquets, corsages, and boutonnieres, are customized using the colors and information supplied by the customer. Exact color matching cannot be guaranteed due to natural flower variation, ribbon availability, lighting, and screen display.

Pickup & Delivery

The pickup location will be provided 48 hours before the customer's scheduled pickup time. Please contact Poynter's Petals if you have not received the location by that time.

Please arrive within your confirmed pickup window. If you are running late, contact Poynter's Petals as soon as possible. Once an order has been picked up, the customer assumes responsibility for safe transportation, temperature control, water access when applicable, and proper handling.

Delivery is available only when offered and confirmed for the specific order. Delivery fees and service radius may vary. Customers are responsible for providing an accurate address, recipient name, phone number, and access instructions. Additional attempts or delays caused by incorrect information, restricted access, or an unavailable recipient may result in an additional fee.

Floral Care & Quality Concerns

Fresh flowers are perishable and their lifespan varies by flower type, environment, season, and care. Keep flowers away from excessive heat, direct sunlight, freezing temperatures, and ripening fruit. Poynter's Petals cannot guarantee a specific vase life after pickup or delivery.

If you believe there is a quality issue, contact Poynter's Petals as soon as possible after pickup or delivery and include clear photos. Each concern will be reviewed based on the circumstances.

Alcohol-Containing Gifts

Some gift products may be designed to include wine or another alcoholic beverage. Alcohol-related orders are subject to applicable laws and may require the customer to provide the sealed beverage or otherwise follow specific purchasing and pickup instructions provided by Poynter's Petals.

Poynter's Petals will not provide alcohol to a person who is not legally permitted to purchase or possess it. Age verification or other restrictions may apply. Non-alcoholic alternatives are available.

Treats, Food Items & Allergies

Gift arrangements may include commercially packaged treats or other food items. Customers are responsible for notifying Poynter's Petals of known allergy concerns before ordering. Poynter's Petals cannot guarantee that third-party products are free from allergens or cross-contact.

SECTION II — EVENTS & PETAL BARS

Event Booking & Payment

Event dates are not secured until the required booking payment has been received. For pre-paid petal bars and private events, a 50% booking deposit is required to secure the date. The remaining 50% balance is due 48 hours before the event unless otherwise stated in writing.

For vendor-style pop-ups, the applicable vendor/pop-up fee is non-refundable because inventory and perishable product may be purchased specifically for the event.

Event Cancellations & Changes

For pre-paid petal bars and private events, cancellations made more than 48 hours before the scheduled event may be eligible for a partial refund of the 50% booking deposit. A percentage of the deposit will be retained by Poynter's Petals to cover event preparation, reserved availability, and any materials or florals purchased for the event. The percentage or amount of the deposit that would be retained in the event of a cancellation will be determined based on the event size, scope, and booking details. Customers will be informed of this amount in their booking confirmation when the deposit amount and payment details are provided, so the cancellation terms are known before the deposit is paid. Cancellations made within 48 hours of the scheduled event are non-refundable.

Vendor/pop-up booking fees are non-refundable.

Pre-Paid Petal Bars & Private Events

Pre-paid petal bars include the flower quantities/package selected for the confirmed guest count along with the supplies and service inclusions stated in the customer's quote or agreement.

Final guest count is due 5 days before the event.

Late count changes are subject to availability and may include an additional per-guest charge.

For larger events, the final guest count is due 2 weeks before the scheduled event to allow adequate time for floral ordering, product preparation, and staffing.

Standard service time, setup, cleanup, bouquet sleeves/ribbon, and other inclusions are based on the specific package quoted.

Additional service time, upgraded flowers, custom signage, special holders/containers, travel, or other requested additions may incur additional charges.

There are no refunds for unused flowers, bouquets, stems, supplies, or other prepaid products. The prepaid guest count and package determine the amount of product purchased and prepared specifically for the event. Because these products are purchased in advance based on the final confirmed count, any unused portion at the event is not eligible for a refund.

Vendor Pop-Ups

For vendor-style pop-ups, guests typically purchase their own bouquets or stems unless the host has prepaid a specified amount. The applicable vendor/pop-up fee secures the date and helps cover preparation and perishable inventory.

The venue or host is responsible for providing the agreed setup space and any venue-specific access information. Poynter's Petals will bring the floral bar supplies described in the event agreement.

Weather & Outdoor Events

For outdoor events, weather conditions may require relocation, modification, or cancellation of the setup. When possible, an indoor backup location should be available.

Severe weather, unsafe travel conditions, venue restrictions, illness, supplier issues, or other circumstances outside reasonable control may require changes to service time, setup, product selection, or fulfillment.

SECTION III — GENERAL POLICIES

Photos & Social Media

Poynter's Petals may photograph completed products or event setups for portfolio, website, and social media use. Personal information, private messages, recipient details, and identifying event information will not intentionally be shared without permission. If you would prefer that an order or event setup not be posted before a specific date, please communicate that request before fulfillment.

Communication

Customers are responsible for monitoring the contact method provided on the order form for questions, confirmations, invoices, pickup details, and other time-sensitive information. Delayed responses may affect Poynter's Petals' ability to fulfill specific requests.

Acceptance of All Policies

Customers will be asked to provide their initials when submitting an order or booking request. By providing those initials, the customer confirms that they have read, understood, and agreed to all Poynter's Petals policies applicable to their product order, event, or petal bar booking.

Event quotes, invoices, written agreements, or product-specific terms may contain additional requirements. If a specific written agreement conflicts with a general policy in this document, the terms of the specific agreement will control for that booking.

Thank you for supporting Poynter's Petals.

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