



BESPOKE FLOWER & BOUQUET PRESERVATION

Terms & Conditions

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The Flower Bandits

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Thank you for choosing The Flower Bandits to preserve your flowers. Each preservation is handmade using traditional flower-pressing techniques, and because we are working with natural, delicate and sentimental materials, there are some important things we need you to understand before booking.

By booking a flower or bouquet preservation with The Flower Bandits, you confirm that you have read and accepted these Terms & Conditions.

1. About the Terms & Conditions

These Terms & Conditions apply specifically to bespoke flower and bouquet preservation services provided by The Flower Bandits. They explain how our preservation service works, what you can expect from the process, and the responsibilities of both you and The Flower Bandits.

By booking your preservation and paying the Booking Fee, you confirm that you have had an opportunity to read and understand these Terms & Conditions.

2. Your Preservation

All flowers are preserved using the traditional process of pressing. Flowers are carefully prepared and placed in a flower press, where they are dried gradually. This process generally takes approximately 4–8 weeks, depending on the type, size and condition of the flowers.

Once sufficiently dried, the flowers are removed from the press and carefully reconstructed and arranged to create your finished piece.

Depending on the preservation package selected:

- Soldered frames are made using the Tiffany stained-glass technique, with lead-free tin solder. The solder may be left silver or finished with a copper or black patina.
- Wooden frames are fitted with glass and secured within the chosen frame.
- Personalisation may include written details, invitations, photographs or other agreed mementos.
- Subtle colour enhancement/correction is included within our preservation packages where appropriate.

Colour enhancement is used to restore or balance colour affected by the natural drying process while retaining the natural appearance of the flowers. Any recommendations regarding colour enhancement will be discussed with you during the reconstruction and design stage.

Each preservation is individually designed by The Flower Bandits. While we are happy to consider your preferences, the final artistic composition and arrangement remain the responsibility of The Flower Bandits.

3. Booking Fee & Cancellation

A Booking Fee of €100 (€50 for partial preservation) is required to secure your booking and reserve your place in our preservation schedule.

The Booking Fee is **non-refundable if you cancel your booking or change your mind**, as it secures your booking and covers preparation and administrative work associated with your preservation.

If you cancel after work on your preservation has commenced, you may also be responsible for reasonable costs incurred for work already carried out or materials used, where applicable.

This cancellation policy does not affect any statutory consumer rights that may apply to your booking.

3. Booking & Payment

Full Preservation Booking Fee: €100

Partial Preservation Booking Fee: €50

Balance Due: Once flowers have completed the drying process, approximately 4 weeks after receipt of flowers.

Estimated Overall Turnaround: Approximately 6–9 months.

A Booking Fee is required before your flowers are placed into the pressing process. The Booking Fee secures your place in our preservation schedule and contributes towards the preparation and work involved in processing your flowers.

The remaining balance is due once your flowers have completed the drying process and have been removed from the press, usually approximately 4 weeks after we receive your bouquet.

Your finished preservation will not be released for collection or delivery until all outstanding amounts have been paid. Where the remaining balance is not paid at the outlined time, your preservation will be suspended until this payment is received.

The Booking Fee is non-refundable where a customer cancels or changes their mind, except where otherwise required by law or where The Flower Bandits agrees otherwise in exceptional circumstances.

Nothing in these Terms & Conditions affects any statutory consumer rights that cannot legally be excluded.

4. Sending Your Flowers to Us

The condition in which your flowers arrive has a significant impact on the final result.

You will be provided with packaging and care instructions before sending your flowers. It is your responsibility to follow these instructions as closely as possible, including keeping the bouquet appropriately hydrated and packaged prior to postage where instructed.

We strongly recommend sending flowers using a tracked/registered postal service and retaining your proof of postage and tracking information.

The customer is responsible for the cost and risk of sending flowers to The Flower Bandits. We cannot accept responsibility for loss or damage occurring before the flowers are received by us where this is caused by the postal or courier service.

If your flowers arrive in poor, damaged or significantly deteriorated condition, we will use our professional judgement to determine which flowers, if any, are suitable for preservation.

Where flowers cannot reasonably be preserved due to their condition on arrival, we will contact you where reasonably possible to discuss the available options. Depending on the circumstances, this may include:

- proceeding with the flowers that are suitable for preservation;
- using replacement flowers supplied by you; or
- sourcing replacement flowers from a florist at an additional cost.

The Booking Fee will not ordinarily be refundable where flowers cannot be preserved because of their condition on arrival.

5. Natural Changes & Limitations of Flower Preservation

Your flowers are natural materials. Preservation cannot guarantee that flowers will retain exactly the same colour, shape or appearance they had when fresh.

Flower preservation is a natural process and the finished flowers cannot always look exactly as they did when fresh.

Colour changes are a normal part of drying. For example, white flowers may dry to cream, beige or vintage yellow tones; red flowers may become significantly darker; and pale pink flowers may lose some of their original colour.

Flowers may also change in texture, shape and size during drying.

Although subtle colour enhancement is included where appropriate, it is not always possible to restore a flower to its original fresh colour or appearance.

Over time, preserved flowers may naturally fade, particularly pink and other lighter colours. Following the aftercare instructions provided with your finished piece will help to minimise fading.

Because flowers are organic materials, minor pollen, debris or natural imperfections may occasionally be visible within a finished frame. We take care to clean the flowers and frame thoroughly before completion, but it is not always possible to remove every particle.

Small traces of adhesive may also be visible in some areas. Adhesive is required to secure the flowers safely within the frame.

Due to the thickness, condition or structure of certain flowers, and the available space within the selected frame, it may not be possible to include every part of the original bouquet.

These natural characteristics are not considered defects where they arise as a normal consequence of flower preservation.

6. Personalisation & Design Approval

Where written details, photographs, invitations, dates, names or other personalisation are included, you will be asked to confirm the details before the frame is sealed.

Once the frame has been sealed, changes to written details or personalisation may not be possible and may require the frame to be reopened or remade at an additional cost.

Please check all names, dates, spellings and other details carefully before giving approval.

Our work is individually designed in our own style. We do not copy another artist's work. Before booking, we strongly recommend that you review examples of our previous work to ensure that you are comfortable with our artistic style.

7. Turnaround Time

The expected turnaround time for a finished preservation is approximately 6–9 months from receipt of your flowers.

This is an approximate timeframe rather than a guaranteed completion date.

Turnaround times may be longer during periods of high demand, particularly during the summer wedding season, and may also be affected by the condition and type of flowers, drying times, design complexity, workload or circumstances outside our reasonable control.

We will do our best to keep you informed of significant delays.

Flower preservation is a slow, handmade process and cannot be rushed without potentially compromising the quality of the finished piece.

8. Completion, Collection & Delivery

Once your preservation is complete and the balance has been paid, you may either:

- collect your finished piece from our home studio at an agreed time; or
- request delivery by registered/tracked post or courier.

Delivery is not included in the preservation package price unless specifically stated otherwise.

The delivery cost will be confirmed before dispatch.

Once a completed preservation has been handed to the postal or courier service, we cannot guarantee against loss or damage occurring in transit. We will, however, package your preservation appropriately and use a tracked service.

If your preservation arrives damaged, please contact us as soon as reasonably possible, ideally within 48 hours of receipt, and provide photographs of both the packaging and the finished piece so that we can investigate the damage and arrange an appropriate remedy where applicable.

Where someone other than the customer receives the preservation, they should check the package promptly and notify the customer of any apparent damage.

9. Payment Delays & Abandoned Orders

The remaining balance becomes due once your flowers have completed the drying process and have been removed from the press.

If payment is not received, we will contact you to request payment and allow a reasonable opportunity to resolve the outstanding balance.

If payment remains outstanding and we are unable to establish communication with you, we may suspend or cancel the order. In such circumstances, we may retain amounts already paid to the extent permitted by law to cover work already completed, costs incurred and/or the Booking Fee.

We may retain possession of the flowers and/or completed preservation until all outstanding amounts due under the agreed order have been paid, to the extent permitted by law.

If we have been unable to contact you for a period of six months or more despite reasonable attempts to do so, we may treat the order as abandoned.

Before disposing of any remaining flowers, materials or unfinished work, we will make reasonable attempts to contact you using the contact details provided at the time of booking and give you a final reasonable opportunity to respond.

10. Cancellation

If you wish to cancel your preservation, please contact The Flower Bandits as soon as possible in writing.

Because each preservation is bespoke and involves preparation, processing and the use of materials specifically for your order, cancellation may result in the loss of the Booking Fee and/or charges for work already carried out, subject to your statutory consumer rights.

If we need to cancel your order because we are unable to provide the agreed service, we will contact you to discuss the appropriate options and any refund due.

Nothing in these Terms & Conditions removes or limits any statutory rights you may have as a consumer.

11. Aftercare & Display

Your finished preservation will be accompanied by aftercare instructions.

Preserved flowers remain delicate and require appropriate care. Damage caused by improper handling, storage, cleaning, display or exposure to unsuitable conditions may not be covered.

We recommend following the aftercare instructions carefully to help protect your preservation and minimise natural fading over time.

12. Additional Flowers & Mementos

Where additional flowers, boutonnieres or other floral elements are sent in addition to those included within your chosen package, an additional preservation charge may apply.

Where your selected package specifically allows for additional flowers, you will be advised of this before sending them.

Any additional costs will be communicated to you before the additional work is undertaken where reasonably possible.

13. International Orders

Customers sending flowers to The Flower Bandits from outside Ireland are responsible for any applicable postage, customs charges, import duties, taxes or other charges associated with sending their flowers to Ireland.

Customers receiving completed preservations outside Ireland are responsible for any applicable customs charges, import duties or taxes associated with delivery into their country.

14. Our Commitment

Every preservation is handmade with care and attention, and we will always use our best professional judgement when working with your flowers.

Because we are working with natural materials, no two flowers or preservations will ever be identical. The purpose of flower preservation is not to recreate the bouquet exactly as it looked on the day, but to preserve the flowers and memories associated with it in a beautiful piece of artwork that can be treasured for years to come.

If you have any questions about these Terms & Conditions or your individual preservation, please contact The Flower Bandits before booking.

Thank you for trusting us with something so sentimental.

By booking a flower preservation with The Flower Bandits, I confirm that:

- ☐ I have read and understood these Terms & Conditions.
- ☐ I understand that flower preservation is a natural process and that colour, shape and texture may change during drying.
- ☐ I understand that my finished preservation may not look exactly as the flowers did when

fresh.

- ☐ I understand the estimated 6–9 month turnaround time.
- ☐ I understand the Booking Deposit and payment schedule.
- ☐ I understand that the Booking Deposit is non-refundable if I cancel or decide not to proceed, subject to my statutory consumer rights.