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Contract

PLEASE READ CAREFULLY:

TIMELINE: This is a timely process that requires an extensive amount of time to create. We *estimate* 16-24 weeks for turn-around time. This is an *estimate* and could be shorter, or longer depending on many factors such as ordering time, busy season, size of order, ordered products, & flower conditions. We must dry your flowers for at least 8 weeks before we start to take them out of drying. Taking your flowers out of drying is a delicate process as we must dust off each petal of silica sand and we will typically have to glue back together flowers - petal by petal. Then the design process starts. Once we have things designed we will start pouring. We can only pour one layer per 24 hours. Each piece can have up to 12-15 layers. Then we perfect our topcoats, and this can take multiple tries. We work out of a studio in our home and are a one person operating business. These are meticulously handmade and not manufactured. We do not want to rush your intimate pieces and want our best work back in your hands! By signing this contract you understand our timeline. We will contact you when your order is ready.

SHIPPING: Shipping is at customer's expense to and from. We provide the best possible instructions for shipment in order to protect each arrangement. Shipping instructions will be provided once the order is placed. Overnight shipping is recommended and required for any out of state order. We understand that overnight shipping is expensive, but it is a very important part of the process for your investment. Please budget accordingly for shipping. Northshore Pours is not responsible for the delivery, any delays, or any re-delivery costs if your package is returned because of any incorrect information or delivery failure. We will provide a tracking number to monitor the status of your package once completed and shipped back to you. For our protection, we do not offer any refunds for any packages marked Delivered. We apologize for any inconvenience this may cause. **Shipping fresh flowers is out of Northshore Pours' control, and we can only work with what we receive in the mail at the time. Northshore Pours photographs every arrangement at arrival time for our protection and recollection of what each arrangement arrives as. It is very important to follow all shipping instructions precisely, especially in the very hot summer months, and very cold winter months. Northshore Pours is not responsible for any damaged flowers via mail.

RETURNS: We do not accept any returns or refunds. All sales are final. If an order/event is canceled the 50% deposit is nonrefundable. If your event is canceled, your deposit can be used for a future order. If the event date has changed, please contact us immediately. Please make sure you are certain with your purchase before placing order. You are agreeing to allow artistic freedom to the artist for design purposes. Northshore Pours is not responsible for any damages or discoloration of pieces over any time period. These are very delicate - please handle with care upon receiving your piece and read all aftercare information. If you would like any dried/unused flowers or any supplies/vases returned, this **MUST** be requested in advance at time of deposit and there is an additional \$25 shipping fee. (We recommend shipping supplies you do not want returned.)

AFTERCARE: We do our absolute best to take care of each and every petal. However, because it's such a delicate task, sometimes steps don't always go perfectly as planned, but that's the beauty of art! Because these are beautifully handmade, imperfections such as small debris, micro bubbles, uneven edging due to the molds, or small cavities can occur. These don't detract from the overall piece, they are the beauty of handmade items that are not made in a factory. Epoxy resin is sensitive to direct sunlight and humidity. It can change and develop a yellowish color if sun damaged or exposed to high temperatures. Avoid harsh chemicals, oils and rubbing alcohol. These are not dishwasher safe. Keep away from smoke as it can cause discoloration. Do not submerge or scrub. Hand wash only using mild soap and water, and a dry soft cloth. ****All resin slightly yellows over time regardless of brand****. We do use a very high-end UV inhibitor resin to maintain clarity, but some yellowing is inevitable over time. Please plan accordingly for displaying your piece in a cool, dry, and dark area. Please keep your pieces out of direct sunlight and humidity to ensure the longevity of your pieces. I understand Northshore Pours' care instructions to ensure its longevity, and that all resin will slightly amber over time for a more vintage look. Follow our aftercare for long lasting results. Our pieces are built for durability. I understand that Northshore Pours is not responsible for any discoloration over any time period.

SHADOW BOXES/FLOATING FRAMES: These items are fragile and may not hold up to the longevity of resin preservation. This is because the flowers are exposed to their environment and are not immersed in resin. Please handle with care and transport/move minimally. Silica/debris may become loosened when shipped/movement and can be easily brushed out. We coat the dried flowers in a UV protectant acrylic matte spray to help with color strength and colors fading. This does help with longevity and strength of your shadow box. However, exposed dried flowers can eventually crack and fade over time. Flowers will be semi flattened to fit a 1" depth of floating frame. Some flowers may not be able to fit. We will deconstruct larger flowers to our best ability. ***We do not press flowers.*** We semi flatten them in the drying process in silica sand.

PAYMENT: The pricing provided in your contract/invoice is valid for a period of 14 days from the date of your booking. After the expiration of the 14 day period, Northshore Pours reserves the authority to make price adjustments as deemed necessary, and open our availability for that date. In order to secure services with Northshore Pours, we must receive a 50% deposit within 14 days of your booking form. Failure to submit the deposit within the specified timeframe will result in availability being released to another party. Deposits made will be credited towards the total dollar amount due. The remaining amount is due at time of completion. You will not receive your items until all remaining balances are completed.

MOLDS: Please note the depth of each mold compared to your floral arrangement. Larger flowers may not fit. We do our absolute best to fit as many flowers in the mold as possible, but we cannot guarantee use of the entire arrangement. Flowers may be flattened to fit shallower molds at customer's discretion. Flowers may be sanded off (the top or bottom of the flower) to fit shallower pieces. I understand the mold sizes of my choosing to the size of my flowers. Northshore Pours may deconstruct, flat lay, and/or sand off excess flower parts to fit the mold(s) of your choosing. Please make sure to review mold sizes and descriptions of the items you're ordering on our product page.

DRYING/COLORING: Drying time typically lasts 8 weeks. We do our absolute best to dry each flower properly and cautiously, but change of color, size, and texture can occur. ***We do not color correct***. We love the natural drying of the flowers. Dark colored flowers such as red or purple and orange, tend to dry darker, and lighter colored flowers dry lighter. White flowers tend to dry a cream color. Succulents and tropical flowers do not dry well and can sometimes dry completely brown, especially some orchids & lily species. We cannot guarantee the predictability of any dried tropical flower. Flowers can sometimes show "bruising" or spots on the petals. These are caused by all their handling, but are considered extra loved spots. Flowers typically don't show their bruised spots until fully submerged in the resin. White and tropical flowers tend to show the most bruising and can even become translucent. If you'd like any dried/unused flowers returned, there is an additional fee to ship and this **MUST** be requested in advance at time of deposit as well as any supplies/vases returned.

Social Media/Posting: Northshore Pours has the right to share any photos or videos of pieces made upon customer receiving the items. Northshore Pours will not share items until pieces are received by customer. Northshore Pours is not required to post any pieces made. Northshore Pours is not obligated to take any photos or videos of any pieces. Northshore Pours socials will post photos and videos at the owner's discretion.

Luxury Decor: These items are made for viewing purposes. Items that give a functional use are still delicate decor. They are not made for normal wear and tear. I understand that items made by Northshore Pours are made for viewing, not for extreme use. Do not place hot, heavy or sharp items on coaster/trays/tables. Resin surfaces are delicate and more "soft", and they will scratch. Heavy pieces will leave indents. Follow our aftercare instructions to properly store/display and clean items.

I agree to the terms contained in the document above. I understand that I am entering into a contractual obligation and will be legally bound to the stated terms.

*****Customer's Signature required on next box of booking form.**
