

# Cold Springs Flower Farm Bouquet Subscription Service Agreement

Welcome to the world of farm fresh flowers! We're thrilled you've chosen our bouquet subscription service to brighten your day or make someone else's extra special. Before we dive into the world of flowers, let's start with the terms & conditions of this service.

This agreement is all about making our partnership clear and keeping things hassle-free for both parties; it's like having a friendly chat to make sure we're on the same page. Let's get started!

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**Last updated: October 28, 2023.**

## **INTRODUCTION**

### **Parties Involved**

This agreement is between you, our subscriber, and Cold Springs Flower Farm, the provider of your bouquets. From here on out we'll refer to ourselves as "CSFF". We're excited to have you as a member of our farm in 2024 and will do our absolute best to bring joy to your life with farm-fresh flowers.

### **Purpose of the Agreement**

This agreement spells out the details of our bouquet subscription service, from how it works to what happens with life throws a curveball and you need to make adjustments. It's here to make sure both you and CSFF know what to expect from the relationship.

### **Effective Date**

This agreement becomes effective from the date you purchase your bouquet subscription, so it's important to read through this document and understand your subscription terms. We're here to answer any questions you may have and ensure that your experience with us is as delightful as it can be.

The next few sections will outline your subscription terms, how delivery & pick-up work, and what to do if you need to defer, transfer, or request a refund.

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## **TERMS OF YOUR SUBSCRIPTION**

### **SUBSCRIPTION PLANS**

The terms of your subscription will depend on what plan you purchased. Here's a rundown of the options available to you:

1. **Monthly Subscription:** One bouquet per month from April to September. 6 bouquets in total.
2. **Spring Subscription:** One bouquet every other week, starting May 1st to June 12th. 4 bouquets in total.
3. **Fall Subscription:** One bouquet every other week, starting September 4th, to October 16th. 4 bouquets in total.
4. **Full Season Subscription:** One bouquet each week starting May 15th to October 2nd (no bouquet the week of July 3rd). 20 bouquets in total.

### **Pricing for Each Plan**

Here's the lowdown on what each subscription will cost you:

1. **Monthly Subscription:** \$210
2. **Spring Subscription:** \$140
3. **Fall Subscription:** \$140
4. **Full Season Subscription:** \$700

### **Billing Frequency**

At this time our website only offers one billing option which is to pay in full at checkout. If you prefer to pay for your subscription via electronic money transfer (EMT), please email us first via [\[coldspringsflowers@gmail.com\]](mailto:coldspringsflowers@gmail.com).

### **SUBSCRIPTION DURATION**

Let's clarify the duration of your subscription:

#### **Starting Date of the Subscription**

Your start date is variable and will depend on the subscription you purchased. You will receive a welcome email from us with the anticipated delivery dates of your bouquets. Please note that these dates are subject to change (see [GENERAL PROVISIONS](#) below).

#### **Renewal of the Subscription**

Your subscription will not auto-renew. Your subscription term will end after the delivery of the last bouquet.

### **PAYMENT TERMS**

## **Payment Methods Accepted**

We accept a variety of payment methods to suit your preference, including:

- Credit Cards
- Online Payment Services, such as Apple Pay or Google Pay
- Electronic Money Transfer (EMT)

No matter what way you choose to pay, you can trust that your financial information is handled with the utmost security and care.

## **Billing Cycle**

At this time our website provider only offers payment in full, which means you will be charged the full amount of your subscription in one lump sum.

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## **TERMINATION**

Life is full of surprises, and we understand that your circumstances might change. While we'd be sad to see you go, we want to make the transition as smooth as possible. So, should you ever need to part ways with your bouquet subscription, here's how the process works:

### **Termination Process and Conditions**

- You can terminate your subscription at any time, no questions asked.**
- Requests for termination of your bouquet subscription must be made in writing. Send us an email via [[coldspringsflowers@gmail.com](mailto:coldspringsflowers@gmail.com)].
- Please keep in mind that we require a notice period of seven (7) days so that we can wrap things up smoothly. We'll need this time to ensure any pending deliveries and/or billing charges are taken care of.
- We also reserve the right to cancel your subscription agreement at any time, within reasonable and justifiable means. In this instance, you will be provided written notice and will be issued a refund for any unused portions of your subscription, prorated from the date of termination. You'll only be charged for the deliveries you've received.

### **Refund Policy in Case of Termination**

We want to make sure that we're both treated fairly, so here's our refund policy in case you decide to end your subscription:

- If you've requested termination of your bouquet subscription before the subscription period has begun, you will receive a full refund of any monies paid.

- If you've requested termination of your bouquet subscription after the subscription period has begun, we'll issue a refund for any unused portions of your subscription, prorated from the date of termination. You'll only be charged for the deliveries you've received.
- Refunds will be processed within three (3) business days and issued using the same payment method you used for the purchase of your subscription.
- Keep in mind that any discounts or promotions applied during your subscription may be adjusted when calculating the refund amount.
- If you decide to terminate your subscription, you will lose access to any discounts available only to subscription members, effective on the date of your termination.

Our goal is to leave you with a positive experience, even if our subscription journey together comes to an end.

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## **HOW OUR SUBSCRIPTIONS WORK**

### **BOUQUET DELIVERIES**

The heart of our bouquet subscription service is, of course, the deliveries!

#### **Delivery Schedule**

Our delivery schedule is set to Wednesdays, between approximately 9:00 am and 12:00 pm. You'll receive an email notification a few days before each delivery to give you a heads-up and ensure there's someone home to receive your beautiful bouquet.

#### **Delivery Area and Limitations**

We deliver within the Cobourg and Port Hope areas within Northumberland County. As much as we love spreading the joy of flowers far and wide, there are a few considerations to keep in mind:

- Our delivery boundaries are west to Highway 10 in Port Hope, North to Bewdley, east across County Road 9 to Highway 45, and south to Cobourg.
- We're committed to ensuring the safety of our drivers and the quality of our bouquets. In some cases, we might have limitations on specific delivery locations due to natural disasters, government action, vehicle failure, or personal injury or illness. You will be notified immediately if we are prevented from completing the delivery. (see [MISSED BOUQUETS](#) section).

If you ever have questions about whether we can deliver to your specific address, don't hesitate to reach out. We'll do our best to find a solution!

#### **Pick-up Schedule**

If you prefer to collect your bouquets in person, we've got you covered!

- Our pick-up schedule aligns with our delivery schedule on Wednesdays, between 12:00 pm and 5:00 pm.

•Just like with our delivery schedule, we'll send you an email notification before each pick-up day, so that you can swing by and collect your stunning bouquet.

### **Pick-up Locations and Limitations**

We have established a pick-up location at our farm to make it easy for you to get your bouquet. Here's what you need to know:

- Our farm is located at 8280 McBride Road in Cold Springs, Ontario.
- Please ensure you pick up your bouquet during the designated time frame. Your bouquet will be labelled with your name.
- Bouquets that are left at pick-up locations at end-of-day will be donated.

### **Handling and Packaging of Bouquets**

We take great care to make sure your bouquets arrive in excellent condition.

- We use only the freshest, top-quality flowers to design your bouquets.
- Each bouquet is carefully wrapped to protect the delicate petals during transport.
- We'll also include care instructions with your bouquet, so you know how to keep your flowers looking their best for as long as possible.

### **CUSTOMIZATIONS**

We don't offer customizations for bouquet subscriptions, This includes colour palette, size, flower types, and vase.

If you require something specific for a special occasion, please place an order through our online store ([www.coldspringsflowerfarm.com/shop](http://www.coldspringsflowerfarm.com/shop)) or send us an email ([coldspringsflowers@gmail.com](mailto:coldspringsflowers@gmail.com)).

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## **QUALITY AND SATISFACTION**

### **Quality Assurance and Freshness Guarantee**

At CSFF, we take pride in the quality of our bouquets and are committed to delivering beautiful fresh flowers to your doorstep every time. Here's how we ensure your satisfaction:

- Quality Control:** We carefully select and arrange only the finest, premium flowers for your bouquets. We maintain high standards of harvest and processing to guarantee the beauty and longevity of your blooms.
- Freshness Guarantee:** We promise that your bouquets will be fresh. Our commitment to quality extends to ensuring that your flowers remain in prime condition from the moment they are harvested from our field until they arrive at your door. Once they're in your hands, however, their fate is up to you!

### **Procedure for Reporting Issues or Concerns**

While we strive for perfection, we understand that there might be a rare occasion when you have concerns or encounter issues with your bouquet. In such cases, here's how to reach out to us:

•**Contact Us:** If you have any issues or concerns regarding the quality or condition of your bouquet, please contact us within 48 hours of receiving your bouquet. You can reach us via email [[coldspringsflowers@gmail.com](mailto:coldspringsflowers@gmail.com)].

•**Provide Details:** When reporting an issue, please provide specific details about your concerns, such as a full description, and if possible, attach clear photos to help us understand the situation better.

### **Resolution Process for Quality-Related Concerns**

We take your quality-related concerns very seriously, and have a process in place to address them promptly:

•**Assessment:** We will carefully review the issue and assess the information you've provided to us within 24 hours of receiving it. We may request more details if needed.

•**Resolution:** Depending on the nature of the issue, we may offer one or more of the following solutions:

- Replacement of the bouquet or affected flowers in question.
- A partial or full refund.
- Adjustments to future bouquets to ensure your satisfaction.

Please allow us the opportunity to resolve the issue to your satisfaction— we kindly ask that you don't jump online and leave us a poor review without allowing us the chance to make things right!

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## **DEFERRALS**

### **Bouquet Deferral**

We understand that life can sometimes get a bit hectic, and you might need to adjust your delivery schedule. No worries — we've got you covered with our bouquet deferral option. Here's how it works:

### **Process for Requesting Deferral**

When you need to defer a bouquet, we've made it easy for you:

- Just reach out to us via email [[coldspringsflowers@gmail.com](mailto:coldspringsflowers@gmail.com)] letting us know that you'd like to defer a specific delivery.
- We'll adjust our schedule, including your reminder email.

### **Maximum Number of Deferrals Allowed**

To ensure the smooth operation of our bouquet subscription service, we have imposed a limit on the number of deferrals allowed. You can defer your bouquet up to one (1) time per bouquet, throughout your subscription.

This gives you the flexibility to accommodate your schedule while ensuring that we can plan accordingly.

## **Deadline for Deferral Requests**

For us to accommodate your deferral request, we kindly ask that you submit it at least two (2) days before your scheduled delivery. This will allow us the time to make the necessary adjustments to our production and delivery schedules.

## **Conditions for Deferral Approval**

Your request for deferral will typically be approved if it meets the following conditions:

- It's made within the specific deferral request date.
- It falls within your maximum number of allowed deferrals.
- It doesn't conflict with any scheduled bouquet production or delivery logistics.

## **Fees Associated with Deferral**

In most cases, we understand that life's curveballs can be unexpected and we won't charge you for the deferral itself. We're here to accommodate your needs. However, please note that if the deferral request leads to an increase in the cost of the bouquet due to seasonal price variations or changes in your subscription plan, you may be responsible for the price difference.

We aim to make the deferral process as convenient as possible and will always be transparent about any potential fees.

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## **TRANSFERS**

### **Bouquet Transfer**

We understand that sometimes you might want to spread the joy or share the love, or may be unable to enjoy the remainder of your bouquet subscription. Here's how you can transfer a bouquet to someone else:

### **Process for Requesting Transfer**

To request a bouquet transfer, please follow these steps:

- Contact us via email [[coldspringsflowers@gmail.com](mailto:coldspringsflowers@gmail.com)] to let us know you'd like to transfer a specific bouquet from your subscription to another recipient.
- Provide the details of the recipient, including their first and last name, phone number, email address, delivery address, and any special delivery instructions.

### **Eligibility for Transfers**

Bouquet transfers are open to all subscribers.

## **Conditions for Transfer Approval**

Transferring a bouquet is usually pretty straightforward, but please keep the following in mind:

- Transfer must be requested at least seven (7) days in advance of the scheduled delivery date to allow us some time to make the necessary adjustments.
- Recipients must be within our delivery area and regions to be eligible for transfer.

## **Fees Associated with Transfers**

In most cases, there are no additional charges for the transfer itself. We're here to accommodate your needs. However, please note that if the deferral request leads to an increase in the cost of the bouquet due to seasonal price variations or changes in your subscription plan, you may be responsible for the price difference.

We aim to make the deferral process as convenient as possible and will always be transparent about any potential fees.

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## **RECIPIENT INFORMATION**

We want to make sure your bouquets reach the right hands! If you need to update your personal information for any reason, here's how to do so:

- Please contact us via email [[coldspringsflowers@gmail.com](mailto:coldspringsflowers@gmail.com)] as soon as possible.
- Provide the updated details, including the recipient's name, phone number, email address, delivery address, and any special delivery instructions.

## **Deadline for Updating Recipient Information**

Please update the recipient information at least seven (7) days before your next scheduled delivery date. This allows us adequate time to adjust delivery routes.

## **Responsibility for Accuracy of Recipient Details**

It's important to double-check the accuracy of recipient information to ensure the smooth delivery of your bouquet. While we'll do our best to make sure everything goes smoothly, the responsibility for providing accurate recipient details lies with you.

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## **MISSED BOUQUETS**



A missed bouquet is defined as a bouquet that was scheduled for delivery or pickup but, for any reason, was not successfully delivered.

### **Circumstances Under Which a Bouquet Might Be Missed**

While we strive to make every bouquet delivery a success, some circumstances may lead to a missed bouquet. This could include situations like incorrect or incomplete recipient information, delivery issues beyond our control, or unforeseen logistical challenges.

### **Notification Process for Missed Bouquets**

If your bouquet was missed, we'll notify you as soon as possible. We understand the excitement and anticipation that comes with each delivery, and we're committed to resolving the situation promptly. Our notification will provide the necessary information on how we plan to make things right.

### **Make-Up Bouquets**

If a bouquet is missed, we're here to ensure that you receive the floral joy you've subscribed to! Here's how we plan to handle make-up bouquets:

- We'll work with you to reschedule the missed bouquet for delivery as soon as possible.
- Alternatively, if you prefer to receive a make-up bouquet at a later date, we can arrange for that as well.

### **Eligibility for Make-Up Bouquets**

We're committed to making sure you don't miss out on your bouquets! Make-up bouquets are available to all subscribers who encounter a missed delivery due to issues beyond your control.

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## **GENERAL PROVISIONS**

### **MODIFICATION OF TERMS**

We're committed to providing you with the best bouquet subscription service, and that might involve making occasional updates to this agreement. Any changes or modifications to the agreement will be made by CSFF as the service provider.

We will provide you with notice of any changes 30 days before they take effect. You will have the opportunity to review the updated terms and decide whether you wish to continue with your subscription under the new terms.

### **FORCE MAJEURE**

Life can be unpredictable, and sometimes extraordinary circumstances beyond our control can impact our ability to deliver your bouquets as scheduled. In such cases, we will inform you via email as soon as possible.

If circumstances beyond our control, such as natural disasters, severe weather, government action, quarantine, or other force majeure events prevent us from delivering your bouquet or carrying out your bouquet subscription as planned, we will notify you within 24 hours in writing via email with a plan of action to resolve the situation as quickly as possible.

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With these provisions in mind, we aim to provide you with a subscription experience that's as enjoyable as our farm-fresh bouquets.

If you have any questions, please contact us via email [[coldspringsflowers@gmail.com](mailto:coldspringsflowers@gmail.com)]. Your happiness is our top priority!