
LUCKY FINDINGS

ROSE RENTALS / CUSTOMER INFORMATION

Item loss limits & fair charges

Maximum customer charge per complete arrangement

Galaxy (artificial), small or large: \$100 per arrangement. Preserved real roses, small or large: \$200 per arrangement. These are maximum customer loss-charge limits, not purchase prices, appraisals, insured values or automatic fees. They include the supplied container and any specifically listed accessories; we do not stack separate component charges above the arrangement limit. A completed booking may state a lower limit, never a higher one without a new policy agreed before booking.

You pay only a supported loss, when responsible

The charge is the lower of the applicable maximum and the reasonable documented loss attributable to failure to follow the agreed care or custody obligations. Use reasonable repair where practical; otherwise use an obtainable comparable replacement, accounting for material differences, age, starting condition and salvage. Include necessary costs only once. Ordinary wear, normal aging, pre-existing defects, natural deterioration during proper use and our handling are excluded. New and unused does not mean indestructible or permanently new.

One damaged piece does not mean replacing the whole set

No charge for undamaged matching pieces, hypothetical future rentals, a brand premium, upgrades, administration or an automatic penalty. For nonreturn, the same documented-loss test and per-item maximum apply. If a missing piece is returned, reassess the actual remaining loss and refund any excess. We provide photographs and an itemized explanation and give you a reasonable opportunity to respond. Unsupported claims receive no deduction.

How refundable security is applied

Security remains \$25 per Galaxy or \$50 per preserved arrangement, capped at \$200 per order. It is separate from these per-item loss limits. Apply security once against an agreed or otherwise properly established loss; it is not an additional damage charge. If the established loss exceeds security, a separately itemized balance may be sought within the per-item limits, without automatically charging your card or bank. Return undisputed security under CF-1 deadlines.

Your booking record

Before acceptance, the item schedule lists each item ID, collection, size and its maximum customer charge (\$100 Galaxy or \$200 preserved, or an agreed lower limit). Record actual condition and photographs before handover and again on return. A maximum does not establish that a loss of that amount occurred. Lucky Findings bears loss above these limits; the customer is not buying insurance or a damage waiver.