
LUCKY FINDINGS

ROSE RENTALS / CUSTOMER INFORMATION

Purchase & gift delivery terms

Your purchase price

Small preserved real roses \$299; large preserved real roses \$399; small Galaxy \$149; large Galaxy \$229 per complete arrangement with its existing container. Galaxy roses are artificial iridescent decorative flowers, not preserved real roses. Exact item, size, color, condition and container are confirmed with actual photographs before payment. No item is reserved by this request. A simple printed gift message and care instructions are included; elaborate gift boxes or custom branding are not included.

Purchase delivery G-1

One scheduled delivery to one address: up to 10 one-way road miles from Ventura dispatch \$55; more than 10 through 20 miles \$95; more than 20 through 35 miles \$145. Beyond 35 miles add \$3 per additional one-way road mile, using the practical route to one decimal and rounding the charge to cents. Example: 40.5 miles costs \$161.50. The charge includes our driver returning after handover, not a later collection. Service area: Santa Barbara through Ventura and Camarillo to Thousand Oaks, inland to Fillmore. Up to six arrangements in one verified safe load, ground-floor or suitable elevator access, legal loading within 100 feet, agreed two-hour windows between 9 a.m. and 6 p.m. No home pickup. Stairs, multiple venues, extra loads and special installations are outside standard service and are resolved before accepting payment. No surprise surcharge.

Payment and tax

We send an itemized order and secure invoice after confirming availability, delivery and your acceptance. Purchase orders are paid in full to confirm. Merchandise, purchase delivery and applicable tax are separate invoice lines. No refundable rental security, collection fee, card surcharge or recurring charge applies to an outright purchase. Tax is determined on the invoice using the actual transaction; this page does not promise tax-free rentals or sales. Do not send card information in an inquiry.

Gift message and handover

Enter the message you want printed, up to 250 characters. Please do not include financial information, access codes or sensitive personal details. Confirm a recipient or authorized person for handover. We do not leave arrangements unattended without a separate agreed plan. Protective transport packing is provided; rental transport equipment is not included in the sale unless expressly listed. Ownership transfers on full payment and handover.

Cancel or change before delivery

Cancel before handover for a full refund. Changes are subject to availability and any price difference is agreed before proceeding. No separate cancellation or rescheduling fee. If we cannot fulfill your order and you decline alternatives, we refund all payments. We initiate refunds within five business days; bank posting can take longer.

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Seven-day change-of-mind return

Tell us within seven calendar days after delivery if you wish to return an arrangement. It must be unused after delivery, undamaged and in its delivered condition. We arrange a return collection; the same published G-1 mileage charge applies to the collection visit and is confirmed before you agree. Original delivery already performed is not refunded for a change-of-mind return. There is no restocking fee. We inspect within two business days of collection and initiate the merchandise refund within five business days after collection. We provide any concern and supporting photographs within the inspection period rather than silently reducing a refund.

Wrong, damaged or defective delivery

Contact us promptly with a description and photographs where practical. We arrange a reasonable remedy, including replacement or refund as appropriate, and necessary return collection at our expense. Change-of-mind collection charges and the seven-day change-of-mind limit do not restrict your rights for defective or misdescribed goods. Your legal rights remain unaffected.

Condition and care

Inspect the exact piece before acceptance. Any prior rental use or known imperfection is disclosed; previously rented pieces are not represented as new. Preserved roses are real roses with condition-dependent longevity, not a promise of literal forever. Keep dry, away from heat and direct sunlight; do not water or handle petals. Galaxy pieces also need careful handling and are not indestructible. No manufacturer warranty or unverified material claim is implied.

Renting and purchasing together

Rental charges and rental terms CF-1/D-2/L-1 apply only to rental pieces; purchase terms P-1/G-1 apply only to purchased pieces. We assign exact items to each part and confirm combined delivery charges before acceptance so the same trip is not billed twice. A request for both is not an automatic conversion. Rental payments are not automatically credited toward purchase; any conversion requires a separate written price and accounting before collection. Rental security remains separately refundable or is applied only with your agreement. No change to existing rental damage ceilings.