
LUCKY FINDINGS

ROSE RENTALS / CUSTOMER INFORMATION

Booking, payments & care

Your complete price, before you commit

Rental rates are per complete arrangement and container: Galaxy small \$25 / large \$40 for an event up to 48 hours, or \$60 / \$95 for one fixed 30-day placement. Preserved real roses small \$35 / large \$45 per event, or \$85 / \$110 per 30-day placement. No color surcharge. Your written order lists quantities, exact items, delivery and collection, any optional placement, applicable tax, refundable security (\$25 per Galaxy / \$50 per preserved piece, capped at \$200 per order) and the total. No undisclosed mandatory fee is added after you accept. Ask for changes before paying; nothing is reserved by an inquiry alone.

Reserve with 25%; balance due two days before delivery

After we confirm availability and you accept the completed agreement, a reservation payment of 25% of rental and agreed service charges secures the order when we send written confirmation. It is credited toward your bill, not an extra fee or damage deposit. The remaining charges, applicable tax and any separately agreed security are due 48 hours before delivery. Bookings made within 48 hours require full payment after acceptance. We confirm actual amounts and deadlines on the invoice. If payment is late, we contact you before releasing the reservation; there is no automatic late-payment penalty.

Cancel without a fee at least 48 hours before delivery

Email your cancellation to luckysfindingsco@gmail.com. The time we receive it determines the deadline, using the scheduled delivery time in Pacific time. Cancel at least 48 hours before delivery and we refund all payments. For cancellation less than 48 hours before delivery but before handover, we may retain only documented, nonrecoverable third-party costs incurred specifically for your order with your prior written approval. Retention cannot exceed the smallest of those actual net costs, 25% of your rental subtotal, or the rental/service payments already received. There is no automatic forfeiture, lost-profit charge, administrative fee or new cancellation invoice. We deduct refunds, avoided costs and other recovery from the loss. All refundable security and tax not owed are returned. If there are no qualifying costs, you receive a full refund.

Change plans without a rescheduling fee

We will help you change your date, quantities or collection, subject to availability. There is no amendment or rescheduling fee. We explain any price difference for changed items or services and obtain your agreement before proceeding. Payments transfer to the revised booking. If a new date does not work, you may cancel under the cancellation policy; a credit is never your only option. A change is effective only when confirmed in writing by both parties.

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If we cannot deliver what we promised

We do not substitute arrangements without your agreement. If we cannot supply a material part of your order and you do not accept an alternative, you may cancel the affected order for a full refund. If you choose to accept a partial order, we refund the missing items and unprovided services. Report delivery defects as soon as reasonably possible so we can put things right. This policy does not take away remedies for defective goods or unprovided services, or other rights that cannot legally be waived.

Easy payments and clear refunds

Pay only through the instructions on your personalized invoice. We add no card surcharge, payment administration charge or refund processing fee. Available payment methods are confirmed on that invoice; this website does not collect payment. Never send card details, account credentials or identification through the inquiry form. We acknowledge cancellation or refund requests within one business day and initiate approved refunds within five business days. We provide the amount, reason and transaction reference. Bank or processor posting takes additional time; card refunds may take up to 14 business days after initiation. If a refund fails, we arrange a secure alternative with you. No automatic recurring charge or stored-card damage charge is authorized by these terms.

Refundable security and fair condition checks

Refundable security is \$25 per Galaxy arrangement and \$50 per preserved-rose arrangement, with a maximum of \$200 for the entire order. The same amounts apply to both sizes, event rentals and fixed 30-day placements. Mixed orders add the per-piece amounts and then apply the \$200 cap. It is due with the final balance, not at the initial reservation. Your invoice states the exact amount and a supported payment and return method before you accept your booking. A blank field is not permission to collect money. Security is not a rental charge, insurance, a replacement price or automatic permission to deduct. We photograph and record condition together at delivery and collection. We inspect and report any concern within two business days of collection; we initiate return of undisputed security within five business days and provide final accounting and any further refund within 14 calendar days. We do not hold an entire deposit for a smaller disputed amount.

Damage: evidence first, no automatic replacement penalty

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You are responsible only for reasonable, documented loss attributable to your failure to follow the agreed care or custody obligations. Ordinary wear, pre-existing defects, natural deterioration during proper use and damage caused by our handling are not charged to you. We share photographs and an itemized explanation, give you a reasonable opportunity to respond, and seek an agreed resolution. A charge reflects reasonable repair or, where repair is not reasonable, comparable replacement loss adjusted for age, prior condition and salvage, without betterment or duplicate recovery. The completed item schedule states the maximum loss amount per piece before you accept. A research estimate is not an automatic charge. We do not automatically debit your card or bank account, and retain no security for an unsupported claim.

Delivery, collection and care

Delivery and collection are arranged at your venue; home pickup and return are not offered. Your schedule identifies delivery/collection windows, an authorized recipient, access and who places and repacks the pieces. Provide venue permission, safe access and a stable indoor display location. Let us know about stairs or access restrictions before booking. Extra services or trips require your prior written agreement to the price; there is no automatic waiting or extension penalty. Contact us promptly if a delay occurs. Keep arrangements dry, upright and away from sunlight, heat, candles, spills, children and pets. Do not water, mist, spray, alter or dismantle them. Do not lift by petals or a cover. Galaxy roses are artificial decorative roses; the Preserved Rose Collection contains real preserved roses. Neither is indestructible. No glass cover or lighting is included unless listed.

Event rentals and fixed 30-day placements

Event pricing covers the agreed custody period, up to 48 hours; a voluntary early return after handover does not reduce the event rate. A 30-day placement is one fixed term with no automatic renewal or recurring debit. After a 30-day placement begins, you may request early collection; unused full days after collection are refunded at the agreed 30-day rental charge divided by 30. We arrange collection promptly and do not reduce your refund because of a delay caused solely by us. Completed delivery/placement services are not refunded solely for voluntary early return. No routine flower replacement, refresh visit or extra inspection visit is included unless listed. Any visit requires advance agreement on access. Any extension requires a new written price and confirmation. Ownership stays with Lucky Findings.

Questions, concerns and your copy

Contact luckyfindingsco@gmail.com | (805) 507-5712. We will work with you toward a fair resolution. You receive a complete copy of the accepted agreement, item schedule, invoice, care guide and payment/refund receipts. Public documents are blank samples for transparency, not a confirmed booking. We keep customer-specific records private. Later website changes do not alter an existing agreement without mutual acceptance. California law applies subject to any mandatory rights that apply to you; no arbitration requirement, review restriction or blanket waiver of our negligence is imposed by these terms.