
LUCKY FINDINGS

ROSE RENTALS / CUSTOMER INFORMATION

Rose care guide

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.

You do not need to clean the flowers

Please do not apply cleaners, water or sprays. Lift only as demonstrated, supporting the base. If a supplied glass cover breaks, keep people away and contact us; do not handle broken glass or attempt a repair. Photograph any concern from a safe distance. We would rather hear about an accident promptly than have you try to fix a delicate arrangement.

Here to help

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