
LUCKY FINDINGS

ROSE RENTALS / CUSTOMER INFORMATION

Security, damage & refunds

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

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.