# Ventura open-house agreement

V-1 applies to this full-service package only. The completed schedule, attached CF-2 protections, care guide and accepted property-access addendum form your agreement. No booking exists until availability, acceptance, actual reservation payment and our written confirmation are complete. Existing signed bookings are not changed by this sample.

## Your complete price

Three small preserved real-rose arrangements for up to 48 hours at one Ventura property within 10 one-way road miles of Ventura dispatch. Delivery, placement, collection and repacking are included. Total $230.00 INCLUDING applicable tax. No additional $30 placement fee or tax is added. Exact colors, containers, item IDs and starting condition are confirmed before acceptance. No substitutions without your agreement.

## Payment schedule

Reservation payment: $57.50 (25% of the tax-inclusive $230 total), credited once when actually received. Remaining balance: $172.50, due 48 hours before delivery. For bookings accepted within 48 hours of delivery, $230 is due after acceptance. This package-specific payment schedule replaces the general pretax reservation calculation. A separate $150 temporary card authorization is requested within 24 hours before delivery; it is not a payment and is excluded from the invoice total.

**Booking reference / quote valid until**

**Customer legal name / brokerage / email / mobile**

**Property address / verified one-way road miles**

**Delivery date / Pacific time window / authorized contact**

**Collection date / Pacific time window / contact (maximum 48 hours)**

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## Three identified arrangements

All three are small preserved real roses. Maximum supported loss charge: $200 per arrangement, or a lower amount recorded below. Only the lower actual documented attributable loss may be charged; the ceiling is not an automatic fee. Condition photos and accessory lists are part of the schedule. No duplicate recovery.

**Item 1: ID / color / container / accessories / condition-photo reference / loss ceiling**

**Item 2: ID / color / container / accessories / condition-photo reference / loss ceiling**

**Item 3: ID / color / container / accessories / condition-photo reference / loss ceiling**

## Included service and access

Standard access: ground floor or working elevator, legal loading within 100 feet, prepared stable indoor surfaces, and agreed two-hour arrival windows between 9 a.m. and 6 p.m. Placement and repacking allow up to 45 minutes of hands-on work across both visits. No furniture moving, table installation, floral redesign or full-home staging. Additional distance or nonstandard service requires a separately accepted complete price before booking; no automatic surcharge.

Unattended service requires the signed property-access addendum and an authorized access method. Codes are shared privately, never in this public form. Setup photos and lockup confirmation are private service records; marketing use needs separate permission.

**Placement plan / attachments / customer-favorable changes**

**Customer acceptance / printed name / date**

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**Lucky Findings acceptance / printed name / date**

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## Your complete package price

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## Reservation and balance

Reservation payment: $57.50 (25% of the tax-inclusive $230 total), credited once when actually received. Remaining balance: $172.50, due 48 hours before delivery. For bookings accepted within 48 hours of delivery, $230 is due after acceptance. This package-specific payment schedule replaces the general pretax reservation calculation. A separate $150 temporary card authorization is requested within 24 hours before delivery; it is not a payment and is excluded from the invoice total.

## Cancel without a fee at least 48 hours before delivery

Email your cancellation to luckyfindingsco@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 paid refundable security and tax not owed are returned. Any weekend security authorization is canceled promptly when the booking is canceled; it is not used for cancellation costs. 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.

## If we cannot deliver what we promised

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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. A canceled card hold is a release of an authorization, not a refund of money collected. Hold-release timing is described below.

## Security: weekend holds and 30-day deposits

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Security is $25 per Galaxy arrangement and $50 per preserved arrangement, either size, capped at $200 for the entire order. Mixed orders add the per-piece amounts before applying the cap. Security is not rent, insurance, a replacement price or an automatic damage charge. Your completed booking states the exact amount and method. We never charge a deposit and place a hold for the same security obligation. For weekend/event rentals up to 48 hours, we send a private Stripe card-authorization link within 24 hours before delivery. Complete it before handover. The hold temporarily reduces available credit or bank funds but is not money paid to us and is not included in your invoice amount due. We verify that the actual authorization lasts through collection and inspection before dispatch. If authorization fails or its duration is insufficient, we contact you to agree a supported alternative before delivery; we do not silently switch to a charged deposit. We record condition at delivery and collection, inspect weekend returns within 24 clock hours, notify you of any concern and release the hold within that same 24-hour period. Damage concerns are handled separately with evidence; we do not extend or capture the hold automatically. Any capture requires your separate written agreement to the specific amount and claim before the authorization expires. Otherwise we release it and seek any supported payment separately. Your bank controls when the pending hold disappears; release is not a promise of immediate available funds. For fixed 30-day rentals, security is a refundable payment due with the final balance, 48 hours before delivery (or after acceptance for a later booking). We inspect and report concerns within two business days of collection, initiate return of undisputed security within five business days, and provide final accounting and any further refund within 14 calendar days. We do not retain an entire deposit for a smaller disputed amount. Bank posting takes additional time. For both methods, unsupported claims receive no deduction; a blank field authorizes nothing.

## 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. Maximum loss limits are $100 per Galaxy arrangement and $200 per preserved arrangement, either size, or a lower agreed amount. Only a lower supported attributable loss is payable; these limits are not automatic fees or retail prices. Security credited against a loss is never charged again.

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## 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.