



Teddie's Blooms Silk Rentals

Frequently Asked Questions

How Does This Work?

Select, Rent, Enjoy, Return: You select the number of pieces you want, pay a rental fee, enjoy your flowers on your Special Day and return – after your ceremony.

How many Collections do you have?

We currently have 3, the Ashley, Elizabeth and the Florine. We are continually designing new lines and they will be available soon.

How many pieces are in each collection and do I have to rent all?

Each collection has a bridal bouquet and bridesmaids' bouquets. Boutonnieres and wrist corsages are also available for each collection. **NO**, you do not have to rent entire collection, you may choose only the Bridal Bouquet and maybe a groom boutonniere or choose to mix and match between collections.

What if I have a large wedding party and need to rent many pieces?

Usually, not a problem! We encourage you to reserve your date (at least 3 months) in advance. Our standard collection comes with 4 bridesmaids/groom attendant flowers. If you need more than that, please contact us and let's see what we can do.

How are the collections cared for between uses?

The collections are made with premium, high quality silk flowers/stems. Each piece in the collection is hand wrapped and stored in plastic containers in a temperature-controlled environment. After each use, the piece is inspected, repaired (if necessary) disinfected, sanitized and all ribbons are replaced before storage.

How do I reserve/ get pieces in your collections?

We ask that you contact us by email, at info@teddiesblooms.com to verify your date/availability and how many pieces you will need. We will contact you with availability information.

You are based in Kentucky; I live in another state. How do I get the florals I need?

No problem, we offer shipping to your home/office and provide prepaid shipping labels for returns. After your event, drop off at the nearest UPS location for pickup.

If you live in Kentucky and would like to save shipping charges, you are welcome to arrange pickup and return of florals to our location.

We use UPS and shipping charges can range anywhere from \$50- \$150 (roundtrip) depending on number of items and location.

I have selected my items, checked my date- now how do I pay?

In order to reserve your date and rent the items you have chosen; we require a **50% down payment** and the remaining 50 % to be paid no later than 21 days prior to your Special Event. We offer several convenient forms of payment, including online credit card payments. The credit card payments will (unfortunately) include a 3% processing fee. We are also required to collect 6% Kentucky sales tax on your purchase.

I have questions about the collections, ordering or I need to make changes to my order- how do I contact you?

First, email us and then we are happy to email, phone or do Face-time consultations with you by appointment. We are a small business that cares about quality client experience and customer service. You aren't just an invoice number in a big stack for us.

So, walk me through the process, start to finish, okay?

Sure, after viewing website- contact us by email.

We will be in touch with you with 24-72 (business hours) by email, to answer any questions, help you select items, and reserve your date.

You will receive an invoice, and rental contract and we will touch base with you again to answer questions you may have.

Once we receive your 50% payment your date is reserved and in our booking calendar.

We will check in with you 30 days prior to your event and answer any last questions

21 days prior to your event, we will process your final payment and prepare to ship

We plan to ship 10 days prior to your event (to prevent last minute shipping issues)

Someone from Teddie's Blooms will check in with you to make sure you received order, and all is well

After your event, repack all items in the original boxes, wrapping and return to us using your prepaid mailing label. Our expectation is that the items are return mailed **within 3 days of your Special Event.**

We do have a damage, late, no return policy and will be happy to discuss those with you by phone. They are also included in the rental contract.