



FREQUENTLY ASKED QUESTIONS

Couture de Fleur

How to place a custom order

We know every bride is unique and if you don't see what you are looking for in our store or have an individual vision we are here to help bring your design together.

Simply email us at info@couturedefleur with a brief description

Can you include personal heirlooms, jewelry or fabrics in my design?

Simple! Of course we can and we will always find a way to creatively incorporate any special requests. But we won't lie to you, we want you to love your heirloom florals **forever**. If at any stage we feel something is taking away from the overall design we will advise and guide you with a more suitable alternative.

How soon do I need to place a custom order?

Er? The more time for us the better. We want to focus on **every** aspect of **every** design for **every** bride. As a guide, a minimum of 18-24 weeks is required for custom orders. More may be required during busy times and definitely if you would like to book several items to co-ordinate your scheme.

You can of course purchase anything that takes your fancy in our online store straight away. Each of these one off designs have been handcrafted in advance inspired by all the latest bridal trends and color schemes.

LOCATION

Balbriggan, Dublin, Ireland.
+353 877391907
info@couturedefleur.ie



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Ooops! I saw something I really liked in the store and now it's gone....

As we mentioned all our designs are one off and we don't like to replicate too often as then we wouldn't be different! However, please do let us know and even if we can't create an exact match we will be able to guide you appropriately.

We also recommend that you stay posted to our updates on facebook and twitter as any new designs will be featured regularly in the news feed.

You can sign up to our newsletter too!

Can I book a personal consultation before I place on order?

You certainly can! We love talking anything floral, sparkle, wedding, glitter, peach, gold, lilac, mauve....the list is endless really! We normally hold consultation days 1-2 Saturday's each month and you can simply get in touch to book your most suitable time on the dates available.

A small consult fee of €35.00 applies at the time of booking. This includes your full detailed and personal consultation, tea & coffee and brochure pack. This is of course then deducted from the full cost of any order placed.

A full quotation will be prepared and sent out to you within 7 days from the date of the consultation.

I loved my consultation so how do I place my order?

If you are bursting at the seams with delight thinking about your custom florals we do require a 50% booking deposit to securely allow us to begin working on your creation. This is only applicable once we have fully accepted and guaranteed your order when placed within the specified advance period for custom orders. This amount will be deducted from the full cost of your order

Can I change the details of my order?

We know that successful wedding planning takes up **lots** of time ... and there's a million zillion tiny details to consider, right? We also use very careful planning techniques and steps to get everything perfect and we definitely don't want you having second thoughts about your heirloom florals! Always let us know if there's something on your mind.....If the design process allows room for changes we will gladly surrender our tools to hear you out and help, especially if it involves time for coffee....

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Exclusive Heirloom Florals

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Sadly there does come a point during the process where it can be too late to make changes without it implicating additional costs but if the girl's gotta have it we will try to reasonably find a way to make it work. Tah - dah!

How do I receive my order?

In a beautiful big box with a bow of course!!! We want Couture de Fleur heirloom florals to be an exclusive experience from start to finish.

You can choose to pick up your order in person or we can also arrange delivery by courier. This is the only method of delivery we offer for **Very Important Packages**

Delivery charges will apply based on courier rates and we are happy to advise you better closer to the time.

When do I receive my order?

When an order is placed we like to work with ambition that everything is complete at least 1 week before that big day. It gives you time to become familiar with handling your florals, as they say practice makes perfect! There is always a preferable way to hold bouquets for portrait photography and making your grand entrance so we will advise you how to do this in a way that best fits your individual design.

In some cases brides like to receive their florals earlier and co-ordinate it with a final dress fitting for instance. This is never a problem once orders are placed with adequate notice and we know this in advance.

As always we advise in every circumstance that a lot of care and safety is taken to protect and store your designs during this exciting time!

Overseas orders will always be accepted with caution that we can meet the necessary shipping deadlines and in such cases we may even like to send them earlier to ensure complete satisfaction.

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What if there is something wrong with my order?

We strive to take every necessary detail into account so this does not happen..... However, if in any event of dissatisfaction with your order please let us know immediately so we can willingly rectify this with our full ability.

Unfortunately we cannot accept responsibility for loss or damage to any design once it has been received by your fair hands. Providing excellent care is taken of your florals prior to your event date should something accidental happen please let us know, we may ask for you to send some pictures so we can help fix that sticky situation.

We cannot provide part/full refunds for custom orders that have been received in agreed timeframes.

Can I cancel my order?

For all **custom** orders it is important to know that you **can** cancel your order within a **3 week** time frame from the date it was originally placed. In such cases **50%** of the **deposit** amount paid will be refunded. We do kindly ask that all cancellations are requested in writing by email.

Cancellations that regrettably occur after this time for **custom** designs unfortunately will incur a full **100%** of the **deposit** amount paid. Depending on the design process stage additional charges for materials may also apply as we are preparing to complete your order.

On completion of each **custom** order we will notify you by email. Any cancellations that may occur from this date will incur charges of 100% of the outstanding balance.

Pre-crafted designs purchased from our online store may be cancelled at any stage **prior** to delivery and a full refund will apply.

If a cancellation is made after your design has been dispatched the costs of returning the package by courier will apply. As our work is specialized and delicate we only accept returns via courier where the charges have been paid prior to delivery by the customer.

Returns of Pre-crafted designs

If you have purchased a Couture de Fleur **pre-crafted** design in our online store and would like to return it we would kindly ask you to email us as soon as possible with your reason for return.

Returns of **pre-crafted** designs must be made within 14 days of original receipt by courier payable by the customer.

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The use of Couture de Fleur designs during this time at any personal or public event to include photography is prohibited and in such cases an invoice of full payment due will be issued to the customer or refund denied. All returns are expected to reach us in original and excellent condition to qualify for a refund.

Damage caused to any orders

We are dedicated to sending every order safely and in perfect condition.

If for any reason outside our control your design is damaged in any way on arrival we ask you to please email us with photos. We will advise you of your options and really help find a solution most suited to your situation.

The use of Photography

Here at Couture de Fleur everything revolves around visual inspiration! We want you to be part of our beautiful journey and story.

We just love receiving all your wonderful images and feedback and may ask to feature some of them in our portfolio and magazine editorials! In such cases all participants involved in any photography will be fully credited for their work.

Aftercare for your heirloom florals

All florals are designed to become heirloom keepsakes of your special day. It is important that every care is taken to protect and enjoy your design for many years to come.

You may choose to keep it in a beautiful vase in a special place in your home or put it away in its box to pass down to your future generations. Whatever you choose it is important that you keep it away from very direct sunlight to avoid fading and don't use any form of liquids or solvents. Should there be any unfortunate situations please get in touch any time, we are happy to help.

We also offer to re-create your heirloom bouquet into unique floral designs to keep in your home which can be an original feature and lovely idea for anniversaries!

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