

STANDARD TERMS AND CONDITIONS

These Terms and Conditions cover the Do-It-Yourself Wedding Flower Guide Workbook and DVD's found on the website www.doityourselfweddingflowerguide.com. These terms and conditions are between Heavenly Events (referred to herein as SELLER) and you (referred to herein as BUYER). We strive to answer all BUYER email and phone messages within forty-eight (48) hours (weekends and holidays excluded).

All products (downloaded workbook and DVD's) or hard copy workbook and DVD's, purchased on this website, at an event, or over the phone are considered final unless the agreement is canceled within two (2) business days from the order date (excluding Sundays and holidays). The cancellation must be a signed and dated request by the BUYER stating that you are canceling the agreement as executed, and must be received by mail, e-mail (returns@doityourselfweddingflowerguide.com) or fax (916) 941-1910 within two (2) business days from the order date as substantiated by the credit, debit card or shopping cart processing date.

It is your sole responsibility to have, maintain and use a computer that is considered customary and standard complete with a browser, Internet connection, free version of Flash, free version of QuickTime, and free version of Acrobat Reader to participate in products and programs offered.

Possession or use of the workbook and DVD's, content or program does not give the BUYER rights to sell or give copies to anyone else. Your purchase allows only YOU to download a copy of the workbook and DVD's. You may read and watch the DVD's with someone else, especially the helpers you will need to line up, but you may not make copies for those helpers. If you have chosen to buy a hard copy of the workbook and DVD's you may not make copies and distribute to anyone else.

Specifically:

A. Products and Programs – Do-It-Yourself Wedding Flower Guide Workbook and DVD's

1. All physical products- workbooks and DVDs are 100% guaranteed against defects in workmanship. Please notify us within five (5) business days, excluding Sundays and holidays, of receipt of any product's defects so that we may replace the products at no cost to you.

In the unlikely event of damage during shipment or receipt of the wrong product, please contact customerservice@doityourselfweddingflowerguide.com or call (916) 941-1171. Once your order is confirmed, a replacement will be shipped. You are required to return the damaged product to:

Returns/Do-It Yourself Wedding Flower Guide

3941 Park Dr., Suite 20-325

El Dorado Hills, Ca. 95762

If the damaged product is not received within thirty (30) days you will be charged for the replacement product shipment.

2. If free shipping is indicated when purchasing any product, that product will be shipped ground or surface transportation, and free shipping is not available outside of North America. Regardless of the method of shipment, paid or free, international tariffs or brokerage fees are not included and are the responsibility of the BUYER.

3. Every effort will be made to process your order within twenty-four (24) hours if received by 11:00 AM PT and based on availability unless an out of stock condition exists, all others within forty-eight 48 hours, weekends and holidays excluded, after which delivery will be based on the shipping service that you've selected. The shipping duration will be based on availability, the carrier and shipping method you select. If shipping is delayed or lost due to inaccurate or incomplete customer information, the customer must place a new order. Otherwise, if shipping is

delayed or lost due to the carrier or processing, we will replace the order and ship it at no cost to the customer.

4. If your order is International or ships to an address different than the billing address, you are required to fax a note referencing your order no. and authorizing the alternate shipping address. In addition, include a copy of the front and back of the credit card and fax the note and credit card copies to (916) 941-1910.

5. Order data and information entered via the web site is the sole responsibility of the BUYER. We cannot guarantee that any emailed or faxed shipping addresses will be stopped prior to shipment. Any shipping delays and costs for re-direction or re-shipping including product cost is the responsibility of the BUYER.

6. If a payment plan is chosen and any of the scheduled payments are not received, you will be required to RETURN the product within 5 business days of notice of non-payment. Non payment is the same as stealing and you will be turned in to the proper authorities should the product not be returned within the 5 business days of your default payment.

7. Guarantees - Our philosophy on money-back guarantees differs from most companies— we believe that the truest path to success is held in taking full responsibility for ALL of your results. That means you. And we provide how-to-do-it processes, which won't work without you. We make ourselves available to you for questions and advise. We guarantee that if you follow the instruction we have given you and you purchased your flowers from a reliable source, you will love your results and your flowers will look great and hold up for your entire day. However, you will be dealing with a perishable product that if not processed properly won't perform properly. Since you are not buying your flowers from us and we are not processing the flowers you buy, we can't be responsible for the flowers not holding up. You will need to address "bad flowers" with the source you purchase them from. If on the other hand, you feel like you just can't follow our instructions or just don't understand our instructions, you can send back your purchase within 48 hours.

8. Our liability under this agreement shall not exceed the purchase price paid by BUYER for the Do-It-Yourself Workbook and DVD's.

9. This agreement shall be construed and enforced under and pursuant to the laws of the State of California.

10. In connection with any effort to enforce this Agreement or in connection with any matter related to this Agreement, including litigation, appellate and bankruptcy proceedings, suits to enforce post-closing obligations and any other manner of legal proceeding, the prevailing Party shall be entitled to recover all expenses, including costs and reasonable attorneys' fees.

CONTACT US

If you have any questions, comments or concerns regarding our Terms and Conditions and/or practices, please contact us at the following email address: customerservice@doityourselfweddingflowerguide.com or write us at:

Do-It-Yourself Wedding Flower Guide
3941 Park Dr., Suite 20-325
El Dorado Hills, Ca. 95762

Last updated on October 11, 2008

Copyright © Heavenly Events All Rights Reserved.