

## Frequently asked questions

### How does the flower subscription work?

Our flower subscription service is designed to bring the beauty of farm-fresh flowers to your arms effortlessly. Simply choose a subscription plan – Breath of Spring, Sun-Kissed Summer, or Dreamy Dahlias. Choose from the selected pickup location and complete the billing information using our accepted payment methods. Once set up, enjoy the convenience of fresh blooms every Wednesday during your subscription length. We prioritize quality assurance, ensuring each delivery meets our high standards. Consider gifting the joy of fresh flowers to a loved one with our easy-to-use gift subscription option. At Bramble & Sage, we strive to make the flower subscription experience delightful and hassle-free.

### What is the duration of the subscriptions?

The duration of the subscription will vary based on which subscription you purchase.

- **Breath of Spring:** 4-week subscription. Starting May 15th (this is the only subscription that will be weather dependent. We will announce the official start date as we get closer.)
- **Sun-Kissed Summer:** 8-week subscription. Starting July 24th and running until September 16th.
- **Dreamy Dahlias:** 6-week subscription. Starting August 7th and running until September 11th.

### Can I customize the type of flowers in each delivery?

The subscriptions are not customizable. We select the very freshest and best possible flowers each week from our farm. In the future, we hope to offer a U-pick to allow for complete customization.

### How are the flowers selected and arranged?

As a small flower farm, we do all the work in-house. The flowers will be harvested and arranged by yours truly! We love feedback so please reach out if you have any concerns.

### How do I receive my first arrangement?

As we get closer to the start of each subscription we will reach out by email and phone to remind you about the start of your subscription and your designated pick-up location.



## **When can I pickup my flowers?**

All subscriptions are required to be picked up on Wednesday between the hours of 12-6pm. The Logan Greenhouse and Four Ways Beautiful are gracious enough to open their businesses to us. Please respect their business hours and be prompt in picking up the flowers on the day of pickup, otherwise, your bouquet may be donated at the discretion of the hosting business owners.

## **What if I can't pickup my flowers during the pickup window?**

If for some reason you are unable to pick up your flowers please notify us minimally 48 hours before Wednesday so we can make other arrangements for you. Past the pickup window, we do not guarantee the flowers if they are left at the hosting business overnight.

## **What kind of guarantee do you offer?**

While we aim to provide the most bodacious and fresh blooms, the inherent unpredictability of nature means flowers will not be perfect 100% of the time but we want you to have a flawless experience. Kindly inspect your blooms upon pickup and if they fall short of your expectations, we are more than happy to consider a replacement or credit to a future week. Feel free to reach out anytime if you have questions or concerns.

## **Can I pause or cancel my subscription?**

Unfortunately, we are unable to pause or cancel given our short growing season. We recommend allowing a friend or loved one to enjoy your blooms when you are unable.

## **Can I schedule flower deliveries for special occasions (birthdays, anniversaries)?**

We love custom orders! We kindly ask you to please contact us directly in our contact form to set that up.

