Custom Order & Event Policies

Lumi Villa is a micro flower farm. Our blooms are seasonal and grown in limited quantities. When you book a custom order or event, we reserve specific flowers for you, removing them from our stand and other sales.
By paying your deposit or order total, you agree to these terms:

1. Small Events & Weddings

- **Reservation:** A **50% nonrefundable deposit** is required to secure your date.
- **Deadline:** Deposits must be paid within 48 hours of receiving your quote. If not paid, the date will be released.
- **Final Payment:** The remaining balance is due **14 days before** your event. If unpaid, the order is considered canceled and the deposit remains nonrefundable.
- **Short-Notice:** Events booked within 14 days of the date require **payment in full** immediately.

2. Regular Custom Orders

- **Payment:** All everyday orders (bouquets, gifts, small vases) must be **paid in full** to confirm.
- **Notice:** We require at least **3 days' notice**. Shorter windows are subject to availability.
- **Refunds:** All custom order payments are **nonrefundable** once received.

3. Seasonal Availability & Design

- **Varieties:** We cannot guarantee specific flower varieties. Harvest depends entirely on Nebraska weather, heat, and plant health.

- **Substitutions:** We reserve the right to substitute blooms to match your color palette and design intent using the best seasonal flowers available.
- **Replicas:** Exact replicas of inspiration photos are not guaranteed.

4. Changes & Cancellations

- **Changes:** Minor changes are allowed up to 14 days before an event. Reductions in order size do not reduce the amount already paid.
- **Cancellations:** All payments are **nonrefundable** regardless of the reason (change of plans, venue change, personal circumstances). This covers our labor, reserved product, and lost opportunity.
- **Lumi Villa Cancellation:** In the rare event we cannot fulfill an order due to circumstances within our control, you will receive a full refund.

5. Care & Liability

- **Responsibility:** Once flowers are picked up or delivered, care transfers to you. Fresh flowers are highly perishable and will die quickly in hot vehicles or direct sun.
- **Vase Life:** We do not guarantee a specific vase life. Longevity depends on your handling and environment.
- **Pickup:** Orders not picked up as scheduled are not eligible for a refund or credit.

6. Agreement

Payment constitutes a legal agreement to these policies.
Thank you for choosing locally grown, pesticide-free Nebraska flowers. 🌸🌿✨