

Thank you for choosing Resin D'Etre for your botanical preservation. By placing your order, you agree to the following terms and conditions.

Resin D'Etre strives to make every piece perfect. However, there is a chance of the following issues:


- Microbubbles and / or air bubbles in the finished piece.
- Discolouring and change to tone and / or colour of flowers, foliage, inclusions
- A substitution of a flower (please note a substitution will never be made without contacting you first and discussing)
- Longer processing times
- Not all flowers dried may be suitable for your chosen piece(s)
- All blooms may not be selected for placement in the piece(s).
- Colours may change over time due to natural deterioration, however they can be preserved longer by keeping them out of humid conditions (such as a bathroom or outside) and out of direct sunlight.

All botanical products are natural products, and preserved flowers may not last forever in the condition they originally dried in. Resin D'Etre uses a tried and tested process to preserve them, however some flowers may still be subject to fading, discolouration and change of shape.

Not all blooms, foliage and inclusions may be selected for drying by Resin D'Etre. This may be due to unsuitability of the botanical for drying either due to shape, age or condition, or it may be deemed that the volume of botanicals received by us for your order will exceed the volume required for completing your order. In this case, Resin D'Etre reserves the right to select the quantity and botanicals for drying.

Resin D'Etre is not held responsible for damage from mis-use by you, or any person not associated with Resin D'Etre once the piece has been accepted by you. If your product is damaged upon delivery or pick-up, Resin D'Etre must be made aware of it within 24 hours. Either a refund, a fix to the damage, or a new piece will be issued to you. In the case of custom orders that have no more original botanical items available, all steps will be taken to fix the damage to the piece and if that is not at all possible as deemed by Resin D'Etre, a refund will be issued for the total amount paid for that piece, minus the €50 deposit paid (or pro-rata amount where multiple pieces were ordered).

TERMS & CONDITIONS



Resin D'Etre cannot be held responsible for skin or other health reactions to the products it provides. All reasonable steps are taken to ensure the piece is skin-safe and has no sharp edges, etc. Our trays are ornamental and should not be used to serve food where the food is directly touching the tray.

Resin D'Etre will on occasion keep any unused flowers, petals, foliage, etc. unused from your piece. However, we cannot guarantee the storage of your dried botanicals after your order is completed and accepted by you. If requested, we can return unused botanicals with your final product(s).

Resin D'Etre requires a non-refundable deposit for all custom work for the amount of €50.

Resin D'Etre will provide your finished piece within 12 weeks - unless agreed otherwise. On occasion we may require a longer time to finish your piece, and this will be communicated to you and agreed in writing, either by email, text or instant message via a social media channel.

Once your design is completed and you are contacted through either email or text message, your piece will be shipped / delivered within 7 days unless otherwise agreed with you. If the finished piece is not accepted by you within 4 weeks, the piece is considered abandoned and becomes the property of Resin D'Etre.

In the events of act of nature, fire, flood, equipment failure, loss of power, or global catastrophe, liability of Resin D'Etre is limited to a refund of the €50 deposit.

Your order serves as your consent to allow Resin D'Etre to use images created of your designs for editorial, advertising, contest, and / or exhibition use.

These terms and conditions are deemed to have been accepted by you 24 hours after receipt, unless you have advised us otherwise.

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