

Terms & Conditions

Last Updated: April 2026

By placing an order, booking a service, or subscribing to our delivery route, you agree to the following terms. Thank you for trusting Petal & Twig with your flowers.

ORDERS & PAYMENT

Payment is due at the time of order unless otherwise outlined in a signed proposal. All sales on custom floral orders are final. Pricing is subject to change based on seasonality and product availability. We reserve the right to make reasonable substitutions while maintaining the overall design intent and quality of your order.

EVENTS & WEDDINGS

All deposits are non-refundable. Final payment is due prior to your event date as outlined in your proposal. Floral designs are created based on inspiration images and consultations, which are used as a guide only. Due to the nature of fresh and seasonal flowers, exact replicas of inspiration images cannot be guaranteed. We will always work to honor your palette, style, and vision.

SUBSCRIPTIONS

Flower subscriptions are billed on a pay as you go basis per delivery. You may cancel at any time. Cancellation does not guarantee your spot will be available upon reinstatement. Delivery windows, schedules, and available inventory are subject to change based on seasonal growing conditions.

DELIVERIES

Petal & Twig Floral currently serves the Metro Detroit area including Macomb, Wayne, and Oakland County. Delivery windows are communicated in advance. Once florals have been delivered and left at the designated location, Petal & Twig Floral is not responsible for damage, theft, or deterioration.

PERISHABLE NATURE OF FLOWERS

All florals are perishable and subject to natural variation in color, size, and form. Flowers are a living product and may vary from photos on our website or social media. We grow and source seasonally and will always use what is at peak quality and beauty.

Questions about these terms? We are always happy to talk things through.