

# Custom Keepsake Guide

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Thank you for choosing Chantille's Forever Florals to preserve your cherished memories. This guide will walk you through every step of the process so you know what to expect, how to prepare, and how to care for your one-of-a-kind keepsake.

## 1. What to Expect After Ordering

Once you place a custom order, you'll receive a confirmation email with next steps and instructions for flower drop-off or shipping. We will reach out to finalize design details and answer any questions you may have. You'll also receive a timeline for production based on the type of keepsake you ordered.

## 2. How to Prepare Your Flowers for Preservation

To get the best results, flowers should be as fresh as possible. Remove any plastic sleeves or water tubes. Gently pat them dry with a paper towel and place them in a breathable container like a cardboard box lined with tissue paper. Avoid placing them in plastic bags as this can trap moisture and lead to mold. If the flowers are already dried, no preparation is needed.

## 3. Shipping Instructions and Best Practices

If you're shipping your flowers, use a sturdy box and make sure the flowers are cushioned with tissue or paper towels to avoid damage. Avoid shipping over the weekend to reduce transit time. We recommend overnight or 2-day shipping for fresh flowers. Include your name, order number, and contact info in the box. Send to the address provided in your confirmation email.

## 4. Production Timeline and Turnaround

The typical turnaround time for a keepsake is 4–8 weeks depending on the size, complexity, and volume of orders. We'll keep you updated throughout the process and notify you when your piece is ready for pickup or shipping.

## 5. Care Instructions for Your Keepsake

Your resin keepsake should be kept out of direct sunlight to avoid yellowing over time. Clean with a soft, damp cloth—do not use harsh chemicals. Store in a dry, cool location. Avoid dropping or banging the piece against hard surfaces as this may cause chips or cracks.



## 6. Our Promise and Customer Support Info

Each piece is made with love and intention. If you have questions, concerns, or issues with your order, please reach out to us directly. We stand by the quality of our work and want your keepsake to bring you peace and joy for years to come.

Contact us at: [info@cforeverflorals.com](mailto:info@cforeverflorals.com)

Website: <https://cforeverflorals.com>

