

■ The Heather House Shop Policies

Thoughtfully crafted flowers, designed with care in Cochrane, Alberta.

Our Design Philosophy

At The Heather House Flower Studio, every arrangement is designed to reflect the natural beauty of the season. All of our flowers are made to order, using fresh, high-quality blooms sourced from trusted suppliers and local growers whenever possible. Because our work is seasonal and nature-based, images on our website are provided for style and size reference only. Your arrangement will be crafted in the same aesthetic and colour palette, but the exact blooms may vary depending on seasonal availability and freshness. This flexible, artisan approach allows us to reduce waste, design sustainably, and ensure your flowers are always created with intention — never mass-produced or pre-assembled.

Flower Availability & Substitutions

To maintain freshness and quality, we occasionally make thoughtful substitutions when certain flowers are not available or not at their best. Each design will always reflect the style, size, and palette shown in your chosen product photo, and the same level of care and craftsmanship that defines our studio. If a significant change is required, we will reach out before finalizing your order.

Delivery & Pickup

We currently offer local delivery within Cochrane and nearby areas, next-day delivery to select Calgary regions (contact us to confirm), and studio pickup in Cochrane by appointment. To reduce travel time and our environmental footprint, deliveries are typically made once daily, unless special timing is requested. Please ensure someone is available to receive your flowers, or provide a safe drop-off location at checkout.

Cancellations & Refunds

All orders are custom-made and created specifically for you. If you need to cancel, please notify us at least 24 hours before your scheduled pickup or delivery. Orders cancelled after this time may not be eligible for a refund, as flowers and materials are already purchased for your design. If there is a concern with your order upon delivery, please contact us within 24 hours so we can make it right.

Sustainability Commitment

We believe beautiful flowers and environmental responsibility can coexist. Our studio strives to use Canadian-grown and seasonal flowers whenever available, reduce floral foam and plastics by opting for reusable mechanics, compost trimmings and greenery after each design, and consolidate deliveries to reduce emissions. Every arrangement is crafted with care, respect for nature, and a deep appreciation for our community.

Contact

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