

## Frequently Asked Questions

### **Are OfficeScapesDirect products really made of silk?**

Many years ago artificial flowers and plants were made from actual silk. But today's quality "silk" flowers, plants and trees – including those produced by OfficeScapesDirect – are made from synthetic fibers that are heat pressed into molds remarkably resembling live petals, leaves, grasses, stems and bark. The molded components are assembled by hand and painted individually by artisans for maximum realism.

### **Who designs OfficeScapesDirect floral arrangements?**

All OfficeScapesDirect arrangements are created and hand-assembled in Cincinnati, OH, by a talented team of professional floral designers with more than 30 years of experience. The company selects a wide array of realistic materials for its designers to work with, including beautiful vases and containers.

### **Who are some of OfficeScapesDirect's customers?**

OfficeScapesDirect proudly serves a wide range of businesses and organizations across many industries. To name a few: ABC, AllState, Avon, CBS, Continental Airlines, Coca Cola, Four Seasons, Harvard, Hertz, Johns Hopkins, Hyatt, Marriott, NBC, Pepsico, Sony, Universal Studios and the United Nations. A more extensive client list may be found at [www.officescapesdirect.com](http://www.officescapesdirect.com).

### **How are OfficeScapesDirect arrangements and plants packaged?**

OfficeScapesDirect prides itself in ensuring that its products arrive in perfect condition for immediate enjoyment. The company expertly packages every item using its proprietary methods to not only prevent damage but to allow for minimal set-up. Most products are ready to display right out of the box.

### **Does OfficeScapesDirect offer quantity discounts?**

Yes. OfficeScapesDirect offers a volume discount program for businesses placing large orders and/or orders for multiple locations. For orders of \$1,000 to \$2,499, the company offers a 10 percent discount, and for orders of \$2,500 or more, a 15 percent discount.

### **Do we need to order containers for OfficeScapesDirect plants and trees?**

OfficeScapesDirect offers a wide variety of stylish containers but they are optional. All floor plants and trees from OfficeScapesDirect arrive potted in a non-decorative paper-mache liner that's suitable for placement inside any container. When an OfficeScapesDirect decorative container is purchased with a silk plant or artificial tree, unless specified otherwise, items arrive securely potted in the container and topped with lush preserved green moss.

### **How do we clean and maintain OfficeScapesDirect arrangements and plants?**

OfficeScapesDirect plants require very little maintenance. Feather dust periodically as part of normal home or office cleaning and apply Silkflower & Plant Cleaner to floral arrangements periodically. OfficeScapesDirect also recommends saving original shipping cartons to store seasonal arrangements.

### **What is the clear substance in the bottom of the vases that looks like water?**

Many of OfficeScapesDirect designs are created using the company's special hardened "crystal clear acrylic water" which creates the illusion of fresh cut stems in water.