

Our team at Plants of Nature will fully assess plants before shipment to ensure healthy plants are shipped to each customer. We package your plants with the utmost care using customized packaging that secures your plant for shipment.

Customers are guaranteed delivery of live, healthy plants.

## Refunds and Replacements

All plants need to be inspected THE DAY of delivery to be eligible for return or refund. Because they are living things, they need water and sunshine. When we package them, we ensure that they will make the ride there. Once they arrive, they need to be removed from the package & watered if needed.

If plants are found to be of questionable health, take at least 3 pictures of the following:

1. Any damage that is of concern.
2. A clear profile picture of plant with bucket or cup visible.
3. An ariel view of plant.

Email pictures and a to [plantsofnature@yahoo.com](mailto:plantsofnature@yahoo.com) with the following information: Name, shipping address & phone number so that we can review return/ refund request.

When we receive your photos, we will inspect the damage and any concern regarding your purchase. If plants are found to be damaged, we will honor a one-time replacement or refund.

We are not responsible for damage to the package that you received your plant in. Any request for a refund or replacement must be sent the day your order is marked as delivered. If you have any questions or concerns regarding your purchase after the day of delivery, please contact us at [plantsofnature@yahoo.com](mailto:plantsofnature@yahoo.com).

## Cancellations

Orders placed will ship within 24 hours, unless order is placed after hours or on the weekend. ANY CANCELLATIONS need to be brought to our attention PRIOR TO shipping. If the package has shipped the order is not able to be cancelled and NO refund will apply.

If a duplicate order or other mistake was made which makes cancellation necessary, please contact us at [plantsofnature@yahoo.com](mailto:plantsofnature@yahoo.com) immediately. Once packages are shipped, we cannot retrieve orders for refund.

## Returns

Plants and trees are perishable, nursery stock cannot be returned without authorization. Once a plant has been removed from its original container or has been planted, it cannot be returned.

Customers that return their items do so at their own expense. If plants are returned DEAD or in an unsellable condition, the ordering price, including shipping, will remain as charged. If plants are returned in a sellable condition, then a 20% restocking fee, in addition to any shipping charges, will be deducted from the purchase price before a refund is placed.

For any questions or concern, please get in touch with us at [plantsofnature@yahoo.com](mailto:plantsofnature@yahoo.com) .