

TERMS AND CONDITIONS

SHIPPING

1. During temperate weather, our default shipping method for plants out of bloom is USPS Priority mail. Shipping and Handling charges are as follows:
less than \$100..... \$25 handling and shipping
more than \$100.....\$15 handling + 10% of the order total for shipping

(“Handling” includes order processing, filling, packing and materials)

2. During cold weather, our default method of shipping for all plants is Fed-Ex Standard Overnight. We reserve the right to hold your shipment until we believe it will arrive safely. Boxes will be insulated and heat packs provided.

Because of the complexities of the Fed-Ex rate scheme, we must ask that you provide us with your contact information so we can obtain your approval of charges prior to shipping. Fed-Ex charges will be billed at cost. If you understand the complexities of the Fed-Ex rates and wish to expedite your order, simply check the box marked “Just Ship It and Bill My Card” on the order form.

3. You may upgrade to Express Mail or any Fed-Ex service available, but your contact information will be essential to avoid unnecessary delays.

CONDITIONS OF SALE

1. While we strive to provide plants that are healthy and correctly labeled*, mistakes do happen. All plants are checked prior to shipping, but should you receive a plant that is incorrectly labeled or sick, we will do our best to satisfy you, however our liability extends only to the price you originally paid for the plant in question.

* Exception. Plants in flower are considered “pot plants”. These will be labeled to the best of our ability if names are available.

2. All plants are shipped in pot unless otherwise specified in our list.
3. We do not ship outside the continental U.S. and Hawaii (Hawaii requires a Phytosanitary Certificate).
4. If you are concerned about credit card security online, you are welcome to FAX your order to us at 650-854-3764. You may also call the nursery to place an order at 650-854-3711 and ask for the “Order Dept” (our hours of operation are 7:30 AM – 3:00 PM, PST).

DISCOUNTS & MINIMUMS

1. We offer the following discounts:

\$150 or less.....Net
\$151-299.....less 5%
\$300 or more.....less 10%

discounts apply to plant prices only.

2. Our minimum retail order is \$25.00 not including handling and shipping.