



## The Plant Ranch 2023 Policies and Procedures

- **Delivery Orders:** All orders placed for delivery require 24-hour notice to ensure sufficient time to pull and pack your order. Walk in customers requesting same-day delivery must do so by noon of that day. Same day delivery is never guaranteed.
- **Special Orders:** Special orders will require a set pick up/delivery date and up to a 50% deposit before the order is placed. 'Special Orders' are determined on a case-by-case basis. Deposit will be applied to invoice total when the order is received by the customer. Failure to claim your order will result in forfeit of your deposit. On all orders, please specify all required dimensions, height requirements, or any other details prior to submitting your final order.
- **Order Minimums:** Minimum for delivery is \$150. In special circumstances, orders not meeting minimum for delivery will be charged a \$20 service fee.
- **Plant Tagging:** Plants will remain tagged on hold for 72 business hours. After said time, if the customer has not picked up the plant, it will be untagged and returned to stock. It is the customer's responsibility to pick up the plant on time. Exceptions exist when the customer is waiting for containers on the same invoice.
- **Restocking/Holding Fees:** Customer is required to receive their order on confirmed pick up/delivery date. Once product has been delivered to our warehouse, orders not received after 72 business hours of confirmed date will require a 25% restocking, care, & labor fee.
- **Shipping Liability:** Orders shipping via 3<sup>rd</sup> party delivery service will need to sign a liability release stating that The Plant Ranch is not responsible for plants once they leave our greenhouse. Keep in mind weather conditions and fragility of plants before scheduling delivery. The Plant Ranch does everything possible to ensure safe travel of your plants. Occasionally things do happen outside of our control.
- **Plant Returns:** Product returns will be considered within 24 hours of the customer receiving the product. Return requests will require detailed pictures and description of the issue. Returns will be accepted for obvious damage and/or active pest presence. Items chosen and picked up by the customer are not eligible for return.