

# SPECIAL ORDER REQUEST POLICY

- Items requested to be ordered in for a customer must be paid in full at the time of the order. 50% of the payment for orders will be non-refundable.
- Items that are requested to be special ordered in for someone will have 1 week from the date the items arrive (or date we call them) to decide if they want the items.
- If a person comes within the 1 week and decides they do not want the product they will be fully refunded.
- If a person does not come within 1 week to decide if they want the items or decides after 1 week that they don't want the items, they will be charged a 10% restocking fee. (10% of full retail price)
- If customers request plants zone 5 and above there will be no guarantee on that plant. Payment will be required in advance and there will be no refund for plants zone 5 and above that we special order.