

Perennial Plant Co-op Terms and Conditions

Contacting the Co-op Team

To contact the portal team, please use the messaging system on the portal or the contact page on www.perennialplantcoop.com. We strongly discourage using Facebook messenger, as it can quickly become full, and important messages may be missed. Using the portal is the best option as all messages are saved for future reference.

Submitting Prebooking Forms

We often offer prebooking forms to our members, allowing them access to the portal checkout page during billing. The form acts as your order and enables us to confirm group counts with our vendors. If you submit the form, you must complete the portal checkout during billing. Failure to do so wastes our time, vendors' time, and can negatively affect small growers. Additionally, not completing this step will result in removal from the co-op. Only pre-order if you can complete your purchase during billing.

Using the Portal to Check out

Members who pre-book with us can use the portal to check out and handle their own payment. Your orders are kept in your portal account and can be accessed with your login information. You can also find order updates and tracking information there.

Shipping Schedule

The most exciting part of co-op participation is receiving your plant mail! Please refer to the ship date workbook within the portal or the thread within the co-op Facebook group for shipping updates. In most cases, there will be a waiting period between ordering and shipping. Ship date lists are updated twice a week during shipping season. We ship with USPS and UPS, depending on current shipping rates to your location and the product. Tracking information is automatically sent to your portal email.

Shipping fees

If your order does not include a shipping fee at this time, one will be due upon the ship date and billed using commercial rates or USPS flat-rate shipping. You will receive a shipping bill via email to release your order for shipping. The co-op's prices include inbound freight estimates. If the material

being shipped is larger or heavier than in the past, a share of the increase will be added to your outbound bill. All orders with paid shipping will receive a tracking number within 1-3 business days unless otherwise planned.

Crop failures and substitutions

Pre-booking has many benefits, but there may be some issues you should be aware of, such as crop failures between the time we place our order and shipping. If this happens, we will find a suitable substitute or issue credits/refunds for everyone involved.

Covid-19 Concerns

We've experienced delays and issues related to Covid-19 in recent seasons. Vendors may have delays or staff shortages to manage. USPS has also experienced labor shortages and delays due to increased business. We will keep everyone informed, but flexibility, understanding, and kindness are necessary for us to navigate through this new normal.

Quality

We only purchase the best available material and trust our vendors. If any plant material arrives less than perfect, we will act on behalf of the co-op to obtain replacements or refunds for everyone involved.

Variety Issues

We guarantee varieties to be accurate. If any item grows to be different than listed, please submit a claim for the item. Follow the steps below for Options for Claim Resolution.

Order Cancellations

Due to the special order processes, orders cannot be canceled after 2 days of submission. Orders submitted within 2 days can be canceled with a 15% cancellation fee to cover internal costs and update all associated steps.

Returns

We strive to provide the highest quality plants and exceptional customer service. We understand that issues may arise with your purchase, in transit, or otherwise and we are committed to finding a satisfactory solution. Please review our return policy below for more information:

Returns for Live Perishable Items:

1. Due to the nature of live perishable items, such as plants, we regret to inform you that we cannot accept returns or exchanges for these items. This policy ensures the health and vitality of our plants and maintains their quality for all customers.

Communicate with Us:

2. In the event that you encounter an issue with an item you received from us and wish to discuss possible solutions, we kindly ask you to communicate with our customer support team. We value your satisfaction and will work with you to find the best resolution.

Options for Claim Resolution:

3. Upon contacting us, we will assess the situation and provide suitable options to address your concerns. These options may include, but are not limited to, the following:
 - a. Replacement: If your plant has arrived damaged or with any other issues, we may offer a replacement plant of equal value, subject to availability. We will ensure that the replacement plant is properly packaged and handled with care for its journey back to your location.
 - b. Store Credit: In certain circumstances, we may offer a store credit that you can use towards a future purchase from our nursery. This allows you the flexibility to choose a different plant or any other product we offer.

Shipping Responsibility:

4. If returning an item is deemed necessary, the customer will be responsible for covering the shipping costs back to our location. We ask that you ensure the plants are properly packaged and handled with care to minimize any further damage during transit.

Return Process:

5. To initiate the return process, please contact our customer support team via email or phone within 48 hours of receiving your order. Provide us with details of the issue, and we will guide you through the necessary steps for resolution.

Exceptions:

6. Please note that our return policy may not apply to certain situations, such as:
 - a. Clearance or discounted items: These items are sold as-is and are not eligible for returns or exchanges unless they arrived damaged.
 - b. Incorrect or incomplete addresses: It is the customer's responsibility to provide accurate shipping information. If an order is returned due to an incorrect or incomplete address provided by the customer, we cannot be held responsible. Additional shipping charges may apply for reshipping the order.

Refunds:

7. In general, refunds will not be provided for live perishable items. However, in exceptional cases where a refund is determined to be appropriate, it will be issued in the form of the original payment method or as store credit, at our discretion. Refunds may require a 15% restocking fee due to processing.

Thank you for participating in the Perennial Plant Co-Op. Enjoy your growing collection of garden plants!