

Terms & Conditions

AVAILABILITY: Items from our catalog may be reserved on paid orders for Fall shipment (mid-Sept. to mid-Oct.) until supplies are exhausted. We will not make substitutions without prior approval.

PLANT QUALITY: All roots will have 3 to 5 eyes and adequate storage roots for healthy plant growth. We guarantee satisfaction with roots on arrival and that the roots will be true to name.

GUARANTEES: We guarantee your satisfaction upon arrival and that the plant will be true to name. If you are not satisfied with the root you receive, contact us within 7 days for a replacement or refund. If the flower on your plant is not what you think it should be, make a photo of the flower and send it to us right away.

If you lose your plant in the first year, contact us immediately and we will try to help you figure out what happened and discuss possible replacement. We do not guarantee that your plants will live and grow well for you because there are too many factors beyond our control, however our goal is satisfied customers.

PAYMENTS: We accept VISA, Mastercard, Discover, American Express, Paypal, checks or money orders. You can order on our website securely by credit card on Paypal.

SHIPPING: We will ship by USPS or UPS. Special shipping requests will be honored if possible and any additional charge will be charged to the customer and must be prepaid. We do not ship internationally at this time.

If you have any additional questions, you can contact us by phone, mail or email.

Fina Gardens

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