

# THE STRAWBERRY STORE, LLC

## OLD FASHIONED STRAWBERRIES WITH TASTE

### REFUNDS POLICY

The Strawberry Store sells seeds and plants that are living organisms. Our seeds are tested annually for germination and all seeds that are sold meet minimum germination standards of 60%. The seeds are refrigerated continuously. We cannot guarantee germination percentages because the critical factors in this process are out of our control. We will replace seeds that have been shown by multiple customers and our nursery to be substandard. We will not give refunds for the seeds or for shipping charges.

Our nursery has been licensed by the Delaware Department of Agriculture Nursery Department and all shipment will include a copy of the appropriate forms. All plants leaving our facilities meet this department's standards and are inspected annually. We cannot guarantee plant viability after the customer has taken possession and cannot be responsible for handling by the carrier or for delays in shipment. We will replace plants that do not meet these standards but will not give a refund or accept returns. Of course, all rules have exceptions. We strive to work out all issues with our customers. We are in the business for the long-term and want happy customers who will recommend our products to their friends and relatives.

### INTERNATIONAL SEED ORDERS

For international shipment of seeds, the customer is responsible for determining if there are restrictions to receipt of the seeds ordered. We cannot be responsible for government officials confiscating the seeds.

### SHIPPING POLICY

We ship seeds via First Class USPS mail domestically and First Class International mail. We ship plants via the USPS by priority mail and occasionally by express mail. We have found priority mail to be reliable and the most economical method of getting plants to our customers in a reasonable amount of time. We try to use flat rate shipping because the rates are the same anywhere in the U.S. and weight is not a factor.

**Damaged Shipments:** If you receive a shipment that has been damaged, immediately notify the carrier, take pictures and report the situation to us so we can file a claim with the carrier.

Upon special request we can ship with other carriers. Other carriers are frequently used when a customer has an account with that carrier. There usually is no extra charge for using other carriers but that policy is subject to change.

**Shipping Fees:** Many times we must estimate shipping charges and charge the customer before we ship. This is a difficult task because we don't know how much water the soil will hold at the time of shipping and this can affect the cost significantly. We make every effort to make accurate estimates. Our general policy is that if our estimate exceeds the actual amount by more than \$5.00, we will refund the excess charges. This does not apply to handling charges (see below).

***Handling Charges:*** We charge a nominal fee (usually \$5.00) to all orders to cover handling. The shopping cart does not separate handling and shipping. We spend a lot of time packaging plant orders. This process also requires supplies that can be costly. These fees are an attempt to cover some of the excess labor and materials needed to insure that the plants do not get dislodged from their cells/containers. The methods we currently use to package plants have reduced damaged shipments to a rarity though they still occur much to our dismay.