

Updates for 2023 – New Order Form / Shipping & Payments / Our Catalog

We have updated our Order Form with the most significant redesign since it was first published, and reflects changes to some of our procedures, and clarifies others: the two that stand out involve Payments & Shipping.

No longer are customers required to provide credit card information, as we now invoice all credit/debit orders so your personal financial information, stays in your control. Also in past years, payments made by check would result in waiting for that check to clear before processing an order; coupled with the outrageous bank fees attached to returned checks for both parties; money order payments for cash purchases eliminates that risk.

We do not issue invoices when your order is placed, but send them just prior to shipping. When we provide plants to a customer, we want them enjoying their selections everytime without regret; it's not simply about making a sale, it's about the total experience as well. So if a customer changes their mind between ordering and fulfillment, there is no problem with adjusting or cancelling the order. For us this is a much better option then having to refund a paid invoice, and have to assess a 3% processing fee.

Shipping prices have been increasing steadily over the years, and we have done our best to absorb that expense, refraining from passing increases along to our customers. In order to find a fair way to cover those costs going forward, we kept our “Base Shipping” charge the same, but have incorporated a “Shipping Surcharge” chart attached to the back of our Order Form. We feel that not only will this address the current pricing we face for shipping your order, but it allows for adjustments to cover the actual cost for shipping from our location, as opposed to raising prices across the board. Our handling fee remains the same, which covers the preparation and packaging for plants being shipped.

The preparation of our yearly catalog is always a labor intensive project, as it competes with other concurrent tasks which require our attention as well. We endeavor to have that completed before June 1st, and in the interim we invite shoppers to use our 2022 Catalog with our “Price Protection Guarantee”. You can shop with confidence, as orders received before the release of our 2023 Catalog, will receive the lower pricing from either edition; you receive the 2022 price even if the price increases for 2023; and if it decreases, we will adjust your order to reflect that new lower price.