



DELIVERY AND RETURNS

We try our hardest to avoid problems with delivery and how the weather may affect your plants.

We package them well and wrap them up but we will not dispatch if mail strikes are on or do deliveries in very hot or cold weather to protect your plant, please be patient !

All sizes are approximate we try to be as accurate as possible. Photos are for illustration only unless stated on the actual item, so you will get a very similar plant. Some changes in colour may occur depending on the season.

(With reference to the The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 cacti , succulents and general plants are considered perishable, so orders cannot be cancelled or returned once they have been dispatched, except in cases where the purchase does not arrive or arrives damaged.)

For refunds or replacements in the event of an issue, please contact us within 48 hours of receipt by email with photographs showing the problem.

We aim to be fair and reasonable in all cases. Note if you notice a disease on in the plant please inform us and we will contact you as soon as possible – THIS IS VERY IMPORTANT- do not return the goods, you will be given destruction or treatment instructions. We take great pride in pest and disease control.