

Terms of Purchase

Carnivorous Plant Nursery • 16128 Deer Lake Road • Derwood, MD 20855
301-519-7505 • sales@carnivorousplantnursery.com • <http://www.carnivorousplantnursery.com>

Three Easy Ways to Order:

Mail-in order form. Print out order form, complete and mail with payment (cash, money order, purchase order, Carnivorous Plant Nursery Gift Certificate only).

Send email request. Provide complete ordering and shipping information. Send payment separately.
sales@carnivorousplantnursery.com

OnLine Shopping. Visit our online store at <http://www.carnivorousplantnursery.com/shop/>. Credit card orders accepted online.

Payment: Minimum order \$20.00. We currently accept cash, checks, money orders, company/school purchase orders, and Carnivorous Plant Nursery Gift Certificates only. All funds in \$US. Credit card payments are accepted for online purchases only. Payment is required prior to shipment. Orders are shipped when payment is received. Personal checks returned by your bank for Insufficient Funds may incur a Returned Check Service Charge.

Shipping/Pick-up: Orders are shipped on Mondays or Tuesdays, generally the first week after payment is received. Materials are generally shipped Priority Mail with the United States Postal Service (USPS), Federal Express (FedEx), or United Parcel Service (UPS) to your home or office. Note: FedEx 2nd Day is a shipping method, not an indication of shipping date. For RUSH orders, add the RUSH order charge, and send an email to us indicating your request for rush order. Paid orders can be picked up at the nursery, by calling ahead and making an appointment. Plants are shipped bare-root, wrapped in sphagnum moss and shipped in plastic bags. Plants and non-plant items are shipped year round. Non-plant items may be shipped in a separate package from live plants. Winter plant orders are shipped at the buyer's risk, and orders may be withheld until suitable weather permits shipment. Plants shipped in late Fall, Winter or early Spring may be in dormant state.

Shipping-And-Handling Rates: Shipping-and-handling charges will be added to your purchase based on the total order. Rates may be changed at any time. If the shipping costs exceed the amount charged for shipping, an additional adjustment may be added to the original charge.

Merchandise Cost	Priority Mail, USPS	FedEx and UPS, 2nd Day	Global Priority Mail, USPS
\$0.01-\$24.00	\$9.95	\$23.00	\$20.00
\$24.01-\$36.00	\$11.95	\$28.00	\$25.00
\$36.01-\$50.00	\$13.95	\$33.00	\$32.00
\$50.01-\$80.00	\$16.95	\$38.00	\$38.00
\$80.01-\$125.00	\$20.95	\$48.00	\$42.00
Over \$125.00	\$28.95	\$58.00	\$54.00

International Orders: Seeds, Educational Materials and other non-plant items may be shipped worldwide. Live plants are not shipped outside the USA. All payments must be with US dollars. There is a charge for currency conversion. Send email first to coordinate charges and shipping arrangements. International credit card orders must be pre-arranged via email. Educational Materials and other non-plant items can be shipped internationally without special requirements. International orders are shipped at buyer's risk.

Substitutions: We reserve the right to substitute plants temporarily out-of-stock, unless customer indicates no substitutes. Substitutes are of greater or equal value.

Guarantee: For US orders: all plants are guaranteed live and in good condition upon arrival (other than winter orders) or free replacement of lost plants, if notified within one week. Winter plant orders are shipped at the buyer's risk, and orders will be withheld until suitable weather permits shipment. Reasonable effort is made to support the live delivery of fruitfly cultures, but they are shipped at the buyer's risk. A free replacement of the culture will be sent for a culture arriving dead, if notified within 3 days, and upon receipt of original culture.

Customer Satisfaction Policy: Our goal is to serve each customer as nearly as we can to his or her satisfaction, in a friendly and courteous manner; to provide quality material; to be fair and reasonable with each concern, complaint or adjustment; and be considerate of the customer's point of view.

Sales Tax: Sales Tax of 6% applies to all orders and shipments in Maryland.

Privacy Policy: Your privacy is important to us. Customer information is for the use of Carnivorous Plant Nursery only, will be handled in a safe, secure, and reasonable manner, and will not be shared with others.