

Terms & Conditions of Sale

GUARANTEE: Rabbit Shadow Farm guarantees that when plants leave our farm they are alive, healthy, groomed and ready to grow. We are here to help our customers in any way we can. Be sure to contact us immediately with any problem you may have. Please realize that some plants need 1-2 days to "perk up" after packing and shipping.

CLAIM POLICIES: *Please contact us immediately with any shipping problems at 1-970-667-5531. Claims must be made in writing within 10 days from ship date. It is our responsibility to make claims with Federal Express or UPS.*

SHIPPING: *All orders are shipped weather permitting. Ship dates are not guaranteed. Please give shipping instructions at time of order. UPS and Federal Express do not guarantee plant material. If plants arrive frozen they will not honor any claim. To avoid this situation from occurring, please contact us when your weather is questionable and we will delay shipment. All shipments travel at purchaser's risk and expense. Replacements will be made only once. We cannot replace anything shipped UPS ground.*

SPECIAL ORDERS: *Special orders or orders with a ship date more than 30 days in future must pay a 25% non-refundable deposit.*

CANCELLATIONS: *We would appreciate your cooperation by informing us as soon as possible of any cancellations in your order. If an order is canceled after it has been boxed for shipment or refused after shipment, a minimum restocking fee of 20% will be charged, plus the cost of any plant that cannot be resold, plus any shipping charges. No returns without prior authorization.*

INSECTS: *At Rabbit Shadow Farm we take every means possible not to use harsh chemicals on our plants. We try to use M-Pede insecticidal oil and hand cleaning whenever possible so on occasion you may find insects on your plants. We always feel very sorry for this and will do everything we can to help you feel that you've received the best possible service and have also received the best possible plants.*