

Shipping information:

- Cancellation/refund policy: We do not offer any cancellations during this time. If you need to communicate something regarding your order, you can email kelly@tranquilofarmsaz.com. If you have a concern with the condition of your order, please email kelly@tranquilofarmsaz.com within 8 hours of receiving your package with photo documentation. Shipping holds can be arranged if you contact us prior to your package being shipped.
- Live arrival guarantee: It is important to us that the plant you are receiving is healthy and meets your expectations. We guarantee live arrival of your plant given the following understanding:
 - It is your responsibility to track your package and retrieve it as soon as possible. We cannot be held responsible if your plant is damaged due to sitting on the porch or in the mailbox during extreme temperatures.
 - You understand that there is a “usual stress” to be expected when a plant is shipped. Although we are meticulous with our packaging, it is not uncommon for a plant to have a yellowing leaf or minor cosmetic damage during the shipping experience. Shipping is stressful on plants.
 - You consider the current and forecasted weather of your area, and the area of transit for your package. Plants cannot be refunded during the winter season if a heat pack was not purchased. Heat packs and/or insulation is recommended when temperatures at 40 degrees and below. If you purchase a plant during extreme weather conditions you accept this risk.
 - We are not liable for packages that are stolen, shipped to the wrong address, or left to sit at the shipping carrier for an extended period of time.
 - With these advisories stated, we have an excellent record regarding the satisfaction of our customers concerning packaging and shipping. Ultimately, it is important to us that you are happy with your plant and we want to help ensure that you are! We want to help you have a smooth experience.
- Shipping zones: We ship to anywhere in the United States from Arizona.
- Shipping and processing time: Your order will be shipped within 5 business days of your order, likely sooner. The only exception to this is if there is a vacation/shipping delay notice posted on the website.
- Shipping to California notice: "The California Food and Agricultural Code provides the authority (i.e., Section 6461.5) to reject any plant material moving from one state to another which is pest infested, or for which there is reasonable cause to believe may be pest infested. Border station Inspectors may therefore

reject and confiscate plant material presumed to present a risk of pest or disease introduction into California." If your plant is returned to us for this reason, we will refund your purchase.

- **Lost packages by carrier:** If you suspect that your order is lost in transit, please contact kelly@tranquilofarmsaz.com and we will initiate a claim immediately. If the carrier deems the package as lost, you will receive a refund.
- **Growers choice versus exact plant:** In the listing of each plant, it will specify whether the listing is a grower's choice or exact plant. Grower's choice means that the photo for the listing is a plant similar in size and appearance to the plant you will be receiving, but not the exact plant. Usually in this scenario, the differences between individual plants are minute. For an exact plant listing, you will receive the exact plant that is pictured. This is more typical for rare, larger, or higher priced plants.

Shipping Information

- **Cancellation/Refund Policy:**

We do not accept cancellations at this time. If you need to discuss your order, please email kelly@tranquilofarmsaz.com. For concerns regarding the condition of your order, contact us within 8 hours of receiving your package and provide photo documentation. If you need to arrange a shipping hold, please reach out before your package is shipped.

- **Live Arrival Guarantee:**

We care about the health of your plants and want you to be satisfied. We guarantee live arrival under the following conditions:

- **Timely Retrieval:** It's your responsibility to track your package and retrieve it promptly. We cannot be held liable for damage if your plant is left outside during extreme temperatures.
- **Shipping Stress:** Some yellowing leaves or minor cosmetic damage may occur during shipping, even with our careful packaging. Shipping can be stressful for plants.
- **Weather Considerations:** Please consider the current and forecasted weather in your area during transit. Plants cannot be refunded during winter if a heat pack was not purchased. Heat packs or insulation are recommended when temperatures are 40°F or below. By purchasing during extreme weather, you accept this risk.

- **Liability Limitations:** We are not responsible for stolen packages, incorrectly addressed shipments, or packages left with carriers for extended periods.
 - We strive for customer satisfaction and are here to help ensure a smooth experience with your order.
- **Shipping Zones:**
We ship anywhere in the United States from Arizona.
- **Shipping and Processing Time:**
Your order will typically ship within 5 business days. Exceptions will be noted on our website in case of vacation or shipping delays.
- **Shipping to California Notice:**
According to the California Food and Agricultural Code (Section 6461.5), plant material may be rejected if deemed pest-infested or posing a risk. If your plant is returned for this reason, we will issue a refund.
- **Lost Packages:**
If you suspect your order is lost in transit, please contact kelly@tranquilofarmsaz.com. We will initiate a claim, and if the carrier confirms the package is lost, you will receive a refund.
- **Grower's Choice vs. Exact Plant:**
Each plant listing will specify if it is a grower's choice or an exact plant. Grower's choice means the photo represents a plant similar in size and appearance, but not the exact one. For rare, larger, or higher-priced plants, you will receive the exact plant shown.