

Terms and Conditions

Ordering: Minimum opening order is \$150.00. Minimum re-order is one full case. All items, with the exception of the refresher oils when purchased with botanical blends or rose hips, must be ordered in full case quantities. May combine two fragrances per case.

Payment: We accept Visa, Master Card and American Express. All orders are prepaid only and credit card payments are processed up to 3 business days prior to shipping. Repeat customers may apply for Net 30 terms after their second order. Please allow 2-3 weeks for processing. Past due invoices are subject to a 1.5% monthly finance charge.

Shipping: We ship F.O.B. Fort Myers, FL. All orders are shipped FedEx ground unless otherwise specified. Lead times vary during each season, so please call ahead to check lead times.

Back orders: We do not ship back orders unless it is requested.

Returns/Claims: It is important that you and your customers are pleased with our products. Any damage, flawed merchandise or goods that are not in conformity with the order, must be reported to our office within 5 days of receipt of the merchandise. Please retain the original shipping materials for UPS damage inspection. No claims will be accepted after 5 business days or if boxes have been disposed of. Merchandise that have been altered will not be accepted.

Product Quality: All of our products are natural and hand-crafted which may result in slight variations in colors, designs or textures. The color and size of our botanicals may vary from season to season and are not considered product defects.

Cancellations and Refusals: Our merchandise is hand-crafted to order. No cancellations will be accepted after 7 days from the date of receipt of the order, or if order is already in production. All refusal orders will be charged a 20% restocking fee, shipping charges and collection fees if applicable.