



## Shipping Policy

### **\$6.95 flat-rate shipping:**

- Applies to all Bonsai Tools and Supplies listed on our website.
- Items are shipped within one (1) business day via USPS parcel post or UPS ground.
- Large orders may ship in separate boxes, and may arrive at different times.

### **\$14.95 flat-rate shipping:**

- Applies to bonsai trees. Cost for each additional plant shipped to the same address is \$5.95.
- To ensure that your bonsai arrives healthy, plants are shipped via UPS ground and will arrive separate from other products ordered.
- Bonsai are only shipped on Monday and Tuesdays. Orders received on Wednesday through Sunday are shipped the following Monday. This is to avoid plant material being held in-transit over the weekend.
- During extreme weather conditions (hot or cold) we may delay shipping your package to assure your bonsai tree arrives healthy. If that becomes necessary, we will call you.

### **Do you ship overseas or to Alaska, Hawaii, or Canada?**

No, we can no longer ship any orders to Alaska, Hawaii, APO/FPO addresses, Puerto Rico, the Virgin Islands, or to any addresses outside the U.S.

### **How will you ship my order?**

Our shipments may travel via UPS, which requires a street address for delivery, OR by US Mail, so please provide both street and postal addresses, if applicable. Large or heavy items are generally shipped via UPS. We ask that, when possible, you please provide an address where a daytime recipient is available.

We cannot be responsible for delivery problems due to incorrect addresses. Please check that you have typed in the correct address and ZIP code.

### **When will my item ship?**

Bonsai tools & supplies: If you saw it on our website, it's because it's "in stock". All orders normally leave our warehouse within one (1) business day after we have received your payment. You can also expect your packages to be delivered to their destination within 5-7 business days from the ship date.

Bonsai trees: Bonsai trees are only shipped on Monday and Tuesdays. Orders received on Wednesday through Sunday are shipped the following Monday. This is to avoid plant material being held in-transit over the weekend. During extreme weather conditions (hot or cold) we may delay shipping your package to assure your bonsai tree arrives healthy. If that becomes necessary, we will call you.

### **Shipping to a different address:**

You can choose to ship your order to wherever you want. During checkout, you can specify to ship items in your order to an address different than your billing address. However, if your order is shipping to an address other than the billing address on your credit card, we may contact you for further verification. This helps prevent fraudulent use of your credit card.

### **How can I track the delivery of my order?**

If you have provided us with a valid email address we will notify you when your order has shipped and is on its way to you. We will provide a UPS or US Mail tracking number when available so that you can track your shipment. Please note that it may take 24 hours for available information from a tracking number to be updated.

After you place an order with us, we will email you with pertinent information about your order's status. For instance, soon after you place an order, we will send an email confirming we have received it. We will send a second confirmation email when your order has shipped. Please save these emails for your records.