

Pen-Y-Bryn Lavender Farm Terms and Conditions

We love our customers and are always happy to share our products with new shops! Here are the brief terms and conditions we have.

1. Minimum Order Value

For first time customers of Pen-Y-Bryn Lavender Farm the minimum order value is \$200. After a relationship has been established smaller orders will be accepted to fill and maintain current stock.

2. How to place order

- The order form can be found via our website at www.penybrynlavender.com
- Submit your order via email to pyblavender@gmail.com
- Call our farm and place your order directly at (207)966-2222

3. Shipping

On orders over \$250 we will cover 25% of the shipping cost. We cover the cost of postal insurance for any shipments through USPS.

On orders over \$500 we will cover 50% of the shipping cost and cover the cost of postal insurance for any shipments through USPS.

We currently do not ship internationally.

4. Returns

Returns must be made in writing directly to Pen-Y-Bryn Lavender Farm within 7 days of delivery date quoting invoice number and reasons. No returns are acceptable without Pen-Y-Bryn Lavender Farm prior approval and delivery instructions for transport. Shipping will be charged. For any goods returned as 'unsuitable' there is a re-stocking charge of 15% plus shipping chargeable to customer. Please email us with details of the product prior to returning it.

5. Payments

All payments are expected in full at the time of order. We accept credit card (MasterCard, Visa, Discover, and American Express), cash, and check. All credit card payments currently do not incur a merchant fee. Checks returned due to insufficient funds could be considered fraud and subject the check writer to prosecution and fines. However, we understand that usually there is no criminal intent and in these circumstances we will only charge the customer a reimbursement for bank fees and other incurred costs.

6. Damages and Defects

Please inspect all shipments immediately upon arrival. Please contact Pen-Y-Bryn Farm at pyblavender@gmail.com within 5 days of receipt of damaged or defective shipments. Returned merchandise will be replaced with new merchandise. Returned merchandise will not be accepted if it is held for more than 15 days after receipt.

7. Delivery Window

Please allow at least 10-14 days from the time of your order for completion of items. Larger orders may require more time; please contact me for information about availability.