





## Shipping cost

Handling charges include: pulling plants from the field, labeling, sorting, stripping pots and some soil, bagging, wrapping, packaging and boxing. See our [online availability/price list](#) for exact shipping & handling charges for each individual plant. Our plants grow fast so the shipping cost is updated regularly depending on actual plant size/weight. Shipping cost is based on UPS-Ground and USPS Priority Mail rates and is calculated automatically by special software according to container size, plant dimensions and destination.

**You have to use our online shopping cart to determine the shipping cost.**

## Our guarantees and liabilities

- We can't guarantee the plants to be alive if they are overheated. We do our best to notify our customers about shipping/arrival dates beforehand. Please make sure delivered package is not sitting on your sunny porch all day. We can not guarantee that the plant won't be overheated during transportation. Please monitor weather in your area. We can hold your shipment until further notice.
- We're a certified nursery inspected by the US Department of Agriculture on regular basis. We possess a number of certificates, including CA nematode certificate, Fire Ant certificate, etc. and grow all plants according to their requirements. We ship only healthy plants which are apparently free from diseases and pests to the best of our knowledge at the time of shipment. If your local authority requires post inspections then it's your responsibility to comply with it. We can't be held responsible for incurred extra cost and results of such inspections.
- All plants being in a few days transit without light and water, exposed to temperature extremes and handling, will experience stress. Some more, others less. Please be advised that we can not guarantee the plant to stay in a good condition after shipping since it is beyond our control. By ordering a live plant mail-order you take a risk of receiving a wilted plant, which in most cases, under proper care, will recover soon and bring you joy of accomplishment.
- We guarantee the plant is healthy and true to name to the best of our knowledge, when it leaves our nursery, and shipped in proper packaging to keep stress on the plant to a minimum. We are not responsible for the plant after it leaves our direct care. No other guarantee or warranty applies to these plants.
- We are not responsible for the shipping delays beyond our control.
- We cannot be responsible for loss or damage during transportation. Claims for damage in transit should be made to the carrier.
- Once you received a plant - this plant becomes yours. No guarantee, expressed or implied, is made for the successful growth after planting. We will not assume responsibility for plants which have died as a result of improper planting or care.
- We sell tropical plants, and we advise you to watch your weather for safe shipment. We ship year 'round, but we are unable to monitor the weather at every location, that's why we advise you to let us know if you're expecting a snow storm, extremely high temperatures, etc. - so we hold on shipping your order. If weather is not permitting, plants could be shipped at your own risk.
- Please remember that plants are living things and require your immediate attention upon their arrival. Please read and follow our planting instructions.
- If you have received a dead or broken plant, please contact us immediately. We can not guarantee they will be handled with care by postal service or delivered on time. Any claims may be accepted only within 3 days after delivery. In some cases we may replace a dead or badly damaged plant only after receiving a picture of the dead plant or returning the plant at our expense - in order to determine the reason of damage. Please contact us first before sending the plant back to us.
- If having any questions about plants cultivation - please visit our website and Forum. We try to offer the best advice we can about hardiness and growing conditions. This is a service and not a guarantee.
- Orders are accepted without liabilities for non-performance due to shortages, delays, crop condition or other conditions beyond our control. We reserve the right to limit quantities purchased if stock is low.
- Some plants or their parts might be poisonous or cause undesirable reactions or conditions when consumed internally (or inhaled). These plants (such as Brugmansia, Datura, etc.) are marked as poisonous in our Online Catalog with the appropriate pictogram. Under no circumstance such plants should be used for human or animal consumption.
- We do not sell plants known to us as causing severe allergic reactions, however some people may individually experience certain conditions, such as skin rash, sneezing, etc. If you are aware of such sensitivity of yours, consult your doctor prior to plant purchase.
- Some local laws prohibit growing or importing some plants - it is your responsibility to comply with the law.
- Under no circumstances we're liable for more than the invoice at the time of purchase. In no event shall Top Tropicals, its officers, employees, or other representatives be liable for special, indirect, consequential, or punitive damages related to products sold.
- We reserve the right to refuse to make a sale to anyone.