

LONG TREE BOTANICALS

SHIPPING AND RETURNS

Last updated [7-19-2020]

WE ONLY SHIP TO U.S. ADDRESSES.

Shipping Charges. Shipments within the continental United States are \$8.99 for USPS shipments of up to 10 product items.

Loss or Damage Claims. Should a shipment arrive at Customer's address in damaged or pilfered condition, such event must be reported immediately to Long Tree Botanicals, LLC. Should Customer fail to so report after the passage of 2 calendar days from delivery, no claim for replacement of such product will be honored. If a timely claim of loss or damage is made by Customer, Long Tree Botanicals, LLC will replace and ship the product in question.

Bad Address. It is the Customer's responsibility to provide with its order to Long Tree Botanicals, LLC a current, correct, deliverable and complete address to which it wishes its order shipped. Should a shipment be returned to Long Tree Botanicals, LLC because the address given was incorrect or an undeliverable address, Long Tree Botanicals, LLC will reshipe the product to the corrected address provided by the Customer and charge Customer to reshipe the product at its standard rates, as applicable.

Mis-shipments, Shortages in Shipments. If a shipped order is received by Customer with any errors, Customer shall notify Long Tree Botanicals, LLC of such within 1 day of receipt to discuss the Customer's options for either credit or shipment of the correct order. If the error is by Long Tree Botanicals, LLC, it will absorb the cost of the additional shipment. Otherwise, the Customer shall be responsible for added shipping charges.

Unclaimed or refused orders. In the event a shipped order is unclaimed or refused by Customer Long Tree Botanicals, LLC will not credit Customer for such orders.

Governmental delay or seizure. Long Tree Botanicals, LLC will not be liable or responsible should any of Customer orders be delayed or seized by any Governmental authority for any reason.

Returns

Should Customer wish to return any undamaged, unopened product, Customer must promptly and within 2 business days of delivery of the product, contact Long Tree Botanicals, LLC by email requesting issuance of a Return Merchandise Authorization Number (RMA#). Opened products may not be returned.

Any non-damaged and non-defective product returns shall be subject to a 20% restocking charge, with credit given for the balance of the charge, after receipt of the returned

shipment, provided the product and packaging is in as good a condition as when shipped. No credit will be given for shipping charges incurred for the original shipment.

ORDER CANCELLATIONS Customer may cancel any order only if such cancellation is communicated and received by Long Tree Botanicals, LLC prior to order shipment, and in no event later than 24 hours after Customer placed their order. Any cancellation must be communicated in writing by email with a prominent indication in same that the order is CANCELLED and making all necessary identification of the order requested to be cancelled. Long Tree Botanicals, LLC shall charge Customer a \$5.00 cancellation fee for orders cancelled prior to shipment. If the cancellation is received after shipment, there will be no refund of shipping charges. In addition, a restocking charge of 20% will be charged the Customer for shipped cancelled orders