



TERMS AND CONDITIONS

Planteck Biotechnologies produces and ships only high quality plants in sterile containers or as bare root plants anywhere in the world and also as potted plants within Canada and United States of America. Before shipping, we check that all plants are in good health. If proper care is given, these plants will flourish and give you many years of pleasure.

We take great care in packing and shipping to ensure that plants arrive at their destination in the best possible condition. If upon receiving your order you discover an error has been made or any other problem, you should communicate with us within 24 hours by phone (450) 589-6162, fax (450) 589-6162 or email.

Growing of our plants is not complicated, however it is important to follow the growing instructions included with your shipment or found on our website. Planteck does not guarantee plants beyond arrival at their destination.

We thank you for your order and wish you happy gardening!

PLACING YOUR ORDER

You place your order directly from our [on-line catalogue](#). You may also complete the order form bellow in its entirety and send it to us by fax, email or mail.

Each order must be paid in advance by check, money order or credit card (VISA or Master Card).

Please indicate the exact shipping address on the order form, with any other pertinent information to expedite shipping.

SHIPPING WITHIN CANADA

All orders will be shipped by EXPRESSPOST, unless otherwise indicated. The minimum order, before taxes and other fees, is \$30. Applicable taxes will be added to your order.

INTERNATIONAL ORDERS

Delays at customs being beyond our control, we cannot guarantee shipped plants nor shipping delays.

The minimum order, before taxes and other fees, is \$30. An additional fee will be added to cover the cost of a phytosanitary certificate, CITES certificate and the additional administration cost. If your country requires an import permit or other certificate, it must be transmitted to us with your order.

HANDLING AND SHIPPING FEES

For Canada and United States, the handling and shipping fee has been established at 10% of your order. The minimum fee is \$15.

For all other countries, a distinct fee will be calculated which will be transmitted to you with the confirmation of your order.

If the handling and shipping fee is found to be higher than what is established, you will be advised of the difference. The customer is responsible for all costs related to handling and shipping.

