

Return POLICY

MysteriousPlants.com will replace a product or issue a refund at no cost to the customers if the product is delivered with one of these 2 conditions.

Wrong product - If you received a wrong product due to our shipping mistake, please notify us within 2 business days and we will arrange for you to return the incorrect product (at our expense) and we will ship you the correct product or issue you a full refund (including shipping charges).

Faulty products/damaged items - If you received a defective product, please notify us within 2 business days and we will assign a Return number for you to return the product (at our expense) back to us. After we have examined and confirmed the defective product we will ship out a replacement to you right away. Please note that just because one or two items in a whole case are defective it does not mean that all of the items are defective.

All returns are the responsibility of the customer until they reach MysteriousPlants.com

All returns must be sent back to our address within 7 days from receiving the return number. Items returned must be in a new and unused condition. Shipping fees are non-refundable.

NO Returns will be accepted under the following conditions:

- Any refused shipment sent back to MysteriousPlants.com does not constitute the right to a refund or credit. The customer will have to make arrangements with MysteriousPlants.com to receive the refused shipment again.
- Any returned shipment without the proper Return number does not constitute the right to a refund or credit and will be refused by MysteriousPlants.com.
- No returns will be accepted after 30 days of delivery, regardless of reasons.

If you wish to test out our products please just place a small order.

Procedure to file for Returns:

If your products meet one of the conditions above, you have 30 days from the day of delivery to file for a return.

You can request a Return number by sending an email to info@mysteriousplants.com with the following information:

Your name
Your phone number
Your billing address
Your e-mail address
Your original order number
Reasons for returning the item

In the return package, please include a copy of your email invoice and your Return number. Please also write the Return number on the outside of the packaging.

Credit Card Refund: Credit back to your credit card will take 2-4 weeks to appear on your credit card from the day we have received the returned products.

PayPal Refund: Refund will be issued via PayPal back to your account within 2-4 weeks from the day we have received the returned products.

We will not accept extra charges for other courier services or guaranteed next day services. Items should only be sent back using your country's national postal service.

Exchange POLICY

If you would like to exchange your item for different product on our site you may do so within 7 days of receiving them. Items returned must be in a new and unused condition. Please send us an email stating which items you are sending back and would like as replacements. We will charge your card for the cost of sending these replacements out to you, as well as any extra balance that your updated order may incur. Please note that our return policy also applies.