

### **SALES POLICY:**

**Order** - All products and services are subject to availability. MysteriousPlants.com endeavors to keep accurate stock levels however in the event of an item being out of stock, we will place the item(s) on back order.

Once your order has been placed and completed online you will be sent an automated e-mail confirmation of your order. This e-mail is generated by the website and does not mean that we can meet your order. It simply confirms that your order and all relevant details were received and are progressing through our system.

MysteriousPlants.com may cancel any order and not supply products if it is reasonable to do so and may change or discontinue the availability of products at any time without notice. If an order is cancelled, any payment made for the products will be refunded in full. This does not affect your Statutory Rights. Every order is treated as individual and will be processed as such.

**Backorder/Out of stock items** - Please note that due to our large selection of products and fast overturn rate, it is sometimes not possible for us to fulfill 100% of the order. The missing items are either out of stock or in backorder/discontinued status. We will ship out whatever we have in stock and will ONLY charge on the products that we have shipped out. You will NOT be charged for the items that are on backorder.

**Cancellation** - Cancellation notice must be submitted by email no later than 24 hours after the order is placed. During this period if an order has not been sent to the warehouse for processing yet then we can cancel the order. We advised our customers to please make sure you identify the products that you wish to purchase before completing the transaction.

**Pricing** - All prices are subject to change without prior notice.

**Liability** - MysteriousPlants.com will not be responsible or liable for any labor or incidental or consequential damage of any kind as the result of the product usage. In no event shall our liability exceed the cost of the goods.