

Still Waters Lavender llc

Policies

Welcome:

We sincerely desire that you find our product lines unique and our website easy to use. Should you have any questions please contact us on our website, by phone at 1-541-788-0605 or at our mailing address, Still Waters Lavender, P.O. Box 572, Redmond, Oregon 97756.

PAYMENT:

Still waters Lavender accepts payment through Pay Pal. You do not need a Pay Pal account to pay for your items through Pay Pal. As you shop our site you can choose the Pay Pal option during check out. After you submit your order, click the “ pay now” button. Scroll down and you will see the option to pay with a credit or debit card without having to sign up for a Pay Pal account.

Please review and ensure your correct shipping address when placing your order, because once confirmed by Still Waters Lavender, sales are considered to be final.

If you are having issues with Pay Pal or any other problems with the transaction, please contact us immediately. We will work with you to accommodate your needs.

SHIPPING:

Purchased products will normally be shipped within three to five business days after receipt of payment. However, if business conditions permit, many products may be shipped the next business day.

Still Waters Lavender LLC will ship to a third party upon your request. Address confirmation and pre payment include mailing charges for (special) situations.

All orders will be shipped via USPS (least cost method) unless otherwise specified.

Freight / shipping costs on products ordered are the responsibility of the purchasing party. All items purchased at the Still Waters Lavender LLC retail website will have the freight automatically calculated by pay pal and added to your total when you check out.

Please realize that no live plants will be shipped by a third party carrier. All live plant pricing is f.o.b. nursery for your pickup. Local delivery by Still Waters Lavender LLC may be arranged, but delivery charges must be negotiated in advance of delivery.

RETURNS & EXCHANGES:

Due to the nature of some of our products and your shipping instructions, any items lost or stolen will be considered the buyers loss. Requests for refunds will not be honored.

However, in some cases exchanges or in-store credit may be available.

WHOLESALE PRICING:

To qualify for this pricing structure, you must own a business, purchase products in bulk and provide a verifiable FEIN number.

Please contact Still Waters Lavender LLC for wholesale pricing information.

PRIVACY POLICY:

Still Waters Lavender LLC will not share or sell any private/customer information.

ENVIRONMENTAL CONSIDERATIONS:

All Lavender plants are grown chemical free.

Palm oils contained in our soaps are from verifiable sustainable sources.