

Fragrant Sky Guarantee

Our products are backed by our germination guarantee. If any seeds you buy from us proves to be unsatisfactory, upon return receipt of the seeds, we will either replace the item or refund the purchase price, whichever you prefer. Our seeds are guaranteed to a satisfactory germination for six months (180 days) from purchase date.

Storage conditions do matter so please store your seeds away from sunlight, heat and moisture. We recommend using an air-tight container in the fridge.

If you wish to contact us about a refund or replacement please call us on 0456643433

Please take your time when deciding which varieties of seeds to choose as we don't accept returns if you change your mind after your order has been dispatched.

We will accept returns upon prior agreement for seeds that have unsatisfactory germination, please contact us first on 0456643433

Disclaimer

Seeds and Plants

The following disclaimer applies to all products and information provided by Fragrant Sky, its owners, and employees. By accessing and using any growing information or products from Fragrant Sky, you agree to the terms outlined below:

Accuracy of Growing Information: Fragrant Sky, its owners, and employees do not accept any liability for the accuracy of any growing information provided. While we strive to provide reliable and up-to-date information, gardening practices and conditions can vary, and factors beyond our control can influence the outcome. It is the responsibility of the user to verify and adapt the information based on their specific circumstances, environmental conditions and microclimates.

Property and Personal Damage: Fragrant Sky, its owners, and employees are not responsible for any damage to property or persons resulting from the application of information provided about a product or technique. Users should exercise caution and follow appropriate safety measures when implementing any gardening practices or using any products.

Crop Loss and Income: Fragrant Sky, its owners, and employees do not assume any responsibility for the loss of a crop or income resulting from the information provided about a product or technique. The success of gardening endeavours depends on various factors,

including environmental conditions, pests, diseases, and individual practices. Users should be aware of potential risks and take appropriate measures to mitigate them.

Intended Use: Our seed products are intended for use in home and hobby gardens and are not specifically designed for commercial ventures. Fragrant Sky, its owners, and employees do not guarantee the suitability or performance of our seeds for commercial-scale cultivation.

Germination and Growing Conditions: Seed germination and plant growth are influenced by numerous factors beyond our control, such as storage conditions, temperature, humidity levels, growing media, light exposure, pests, diseases, and other environmental conditions. It is the buyer's responsibility to understand and manage these factors. Consequently, Fragrant Sky, its owners, and employees cannot unconditionally guarantee that the seeds will germinate or perform optimally under all possible growing conditions, regardless of storage or growing methods.

By using any information or products provided by Fragrant Sky, you acknowledge and accept the above disclaimer. It is recommended to seek additional guidance or consult with local gardening experts to address specific concerns or uncertainties related to your gardening practices.

At Fragrant Sky we acknowledge the Australian Seed Federation's "[National Code of Practice for Seed Labelling and Marketing](#)".

Plants

At Fragrant Sky we aim to be the most trusted seller of plants.

Our plants speak for themselves, have a close look at the photos - they are high quality with great future potential. Always well established in the pot or due to their size some species for example "Monstera" may be sent bare rooted and carefully packaged to ensure safe arrival.

Some key points:

- We send via express post with tracking on Mondays, please pay by Sunday evening to facilitate Monday shipping. Orders paid after Sunday will not be shipped until the following Monday.
- All plants will require a signature upon delivery.
- Plants sent may not look exactly as to those in the photo due to plant variations, growth patterns, size and age but will be the plant species ordered and in good condition.

We do not ship directly to WA, TAS or NT for some species due to quarantine restrictions, although we are happy to send to a concierge service located in a non-quarantine state (i.e. buyer organised concierge for quarantine inspection and certification) with the costs the

responsibility of the buyer. These species will have these details in the description if quarantine is required.

A note about shipping: we are a business and consider postage cost to be "postage and handling". This means we try to recover the cost of labour, packing materials and Australia Post charges in our postage costs - to keep it simple we set a flat rate for postage anywhere within Australia. Please understand this is why we do not combine shipping for multiple orders.

Refunds will not be accepted if you change your mind. Consideration for a refund on a plant that has died or in poor condition will only be accepted under the following conditions:

- Communication to Fragrant Sky is established within 24 hours of receiving the plant(s).
- Clear photos of the plant and it is established that it is the plant(s) sent by Fragrant Sky.
- The plant is posted back to Fragrant Sky at the buyers cost.

We do not offer local pickup, or overseas shipping!