

Oakvillegreen is a not-for-profit organization and we cannot offer a plant material guarantee or replacement under any conditions.

It is your responsibility to **pick up your order on Saturday May 12th, 2018 between the hours of 9am and 12pm** from the Town of Oakville, Town of Oakville, Municipal Greenhouses, 1100 Cornwall Road.

If you cannot pick up your plants on May 12th, it is your responsibility to make arrangements with Oavillegreen via email (programs@oakvillegreen.org) to pick up your order earlier. Any plant material not claimed after 12 pm on May 12th cannot be held and will be donated.

It is your responsibility to ensure that you have a suitable vehicle and/or trailer to safely transport your plant order.

If for any reason you decide not to go ahead with your plant order, it is your responsibility to let Oakvillegreen know you wish to have a refund via email (programs@oakvillegreen.org) before April 30th, 2018. Payments received after April 30, 2018 cannot be refunded under any conditions. **Any cancellations after April 30, 2018 will not be refunded.** Plant material that has been picked up cannot be refunded under any conditions.

We can only accept orders for trees and pollinator native garden kits until April 30, 2018.

We strive to ensure that plant materials ordered are as described in the store but we may need to make reasonable substitutions based on availability.