

Return & Refund Policy

At Nifty Nodes & Precious Peduncles, we take extreme care in preparing, insulating, and packaging your plants to ensure they arrive safe, healthy, and beautiful. However, live plants are perishable, and shipping carries inherent risks.

By placing an order with us, you agree to the terms outlined in our Return & Refund Policy below.

1. Dead on Arrival (DOA) Refunds

Because we work with live botanical specimens, refunds or store credits are strictly limited to plants that arrive Dead on Arrival (DOA).

If your plant arrives dead or completely unviable, you must contact us within 24 hours of delivery at niftynodes.preciouspeduncles@gmail.com with your order number and unboxing video..

2. Unboxing Video Requirement

To protect both our customers and our business, an uninterrupted unboxing video is strictly required for all DOA claims. This is not negotiable.

The video must clearly show the unopened box, the shipping label, and the continuous process of opening the package and inspecting the damaged plant.

Claims submitted without a clear, continuous unboxing video will not be eligible for a refund, replacement, or store credit.

3. Standard Shipping Stress & Cosmetic Damage

Plants are living organisms undergoing transit in dark boxes, which can cause minor stress. The following conditions are considered standard shipping stress and do not qualify for a refund or replacement:

Loss or yellowing of a few leaves.

Minor cosmetic damage, such as small leaf tears, bent petioles, or creased foliage

Minor soil displacement or substrate shift

Temporary wilting or droopiness that recovers after proper hydration and acclimation

4. Non-Refundable Items & Conditions

Refunds, replacements, or store credits will not be issued if:

The claim is made after the 24-hour delivery window.

An unboxing video is missing or incomplete.

The delivery was delayed, lost, or compromised due to an incorrect shipping address provided by the customer.

The package was left outside exposed to extreme hot or cold temperatures after being marked as delivered by the carrier.

The plant was repotted, altered, or chopped prior to submitting the claim.

5. How Claims Are Processed

Once we receive your email with the unboxing video and details, we will review your claim within 1 to 3 business days. If approved, a refund will be issued to your original payment method, or a store credit/replacement will be provided at our discretion.

Contact Us

If you have any questions about this policy or need assistance with an order, please reach out to us:

Nifty Nodes & Precious Peduncles

Email: niftynodes.preciouspeduncles@gmail.com