



Online Store Credit Policy

On behalf of our entire team, thank you for allowing Albin Hagstrom & Son to serve you for your greenery needs through our online store. Launched in 2021, we are continually excited to see this venture grow and are grateful to be able to serve additional customers direct from the farm through our online store.

As all of our products are fresh, agricultural products, we understand that sometimes inferior product may make its way to our customers in error. In the event this occurs, please review the following information in regards to our refund or replacement (“credit”) policy for online orders.

Claims for credit are accepted in the event a customer feels that their product is inferior, or has been damaged by us or through the shipping process.

Please note that any and all FedEx delays are out of our control. FedEx is 99 percent on time, however we simply cannot guarantee any specific arrival time. Please plan and order accordingly.

As stated on our website, even if you are not planning to use your greenery until a later time, please be sure to open your boxes upon delivery to inspect and ensure your order is correct and of quality.

In order to receive credit from us for inferior or damaged product, claims must be submitted in writing within 24 hours of receipt of your shipment.

Claims for inferior product must include your name and order number, a description of the issue, and at least three photos, one or more of the damaged or inferior product, and one or more of the entire order, showing all of the greenery you received.

Claims for inferior product will not be granted if submitted more than 24 hours after delivery of your shipment, or without photos or other documentation.

Upon receipt of a claim, a refund, partial refund and/or replacement product may be issued to you, with the final decision at the discretion of Albin Hagstrom & Son following the policies above.

Thank you so much for allowing us to serve you for your greenery needs. If you have any questions about this credit policy or submitting a claim, please reach out to us.

