

Cancellation & Modification Policy

Effective Date: 03/1/2026

Johns Creek Botanicals is a made-to-order gifting service. Each plant is thoughtfully selected, prepared, and scheduled for delivery upon order confirmation. To maintain quality and fulfillment standards, the following policy applies:

1. Order Cancellations

Orders may be canceled for a full refund if written notice is received at least twenty-four (24) hours prior to the scheduled delivery date.

Cancellation requests received less than 24 hours before the scheduled delivery date are not eligible for a refund, as order preparation and fulfillment processes will have already commenced.

2. Order Modifications

Requests to modify an order—including changes to delivery date, delivery address, recipient information, or product selection—must be submitted at least twenty-four (24) hours prior to the scheduled delivery date.

While Johns Creek Botanicals will make reasonable efforts to accommodate timely requests, modifications are not guaranteed and are subject to availability.

3. Same-Day and Next-Day Orders

Orders placed for same-day or next-day delivery are considered final upon submission and are not eligible for cancellation, refund, or modification.

4. Delivery Attempts and Failed Delivery

Customers are responsible for providing accurate delivery information. If a delivery cannot be completed due to incorrect or incomplete address, recipient unavailability, or restricted access to the delivery location, Johns Creek Botanicals reserves the right to attempt redelivery at an additional fee or return the order without refund.

5. Refund Method

Approved refunds will be issued to the original form of payment. Processing times may vary depending on the payment provider.

6. Right to Refuse or Limit

Johns Creek Botanicals reserves the right to refuse cancellation or modification requests that do not comply with this policy or that would materially disrupt operations.

7. Contact Information

All cancellation and modification requests must be submitted in writing to:

Email: INFO@JohnsCreekBotanicals.com

Phone: 678.602.0675