

FAQ (February 2021)

❖ **I requested a W.H. Perron 2021 catalogue, why didn't I receive it?**

We no longer have a 2021 paper catalogue. You can easily consult our online catalogue and download the PDF version to your computer.

❖ **How long does it take for an order to be delivered?**

Currently, it takes 20 to 25 business days for delivery.

❖ **Can I change or add items to an order?**

It is impossible to modify, add or change items to an order. You must place a new order.

❖ **Do you offer a refund for products that have already been paid for but are no longer available?**

Yes. For orders of less than \$20, you will receive a credit note. For orders over \$20, we will send you a cheque.

❖ **When will I receive BO (back order) products?**

As soon as we receive the products in our warehouse, we will ship them to you.

❖ **Why are there shipping fees for an order of 80\$ and more?**

Note that delivery fees are charged on onions, potatoes, garlic and strawberry plant plugs.

❖ **What does "A" and "D" mean next to certain items on my delivery slip and that my order is incomplete?**

"A" means that the products are "to follow" (currently not available in our warehouse). They will be delivered to you, free of charge as soon as they are available again.

"D" means that the product is "sold out". A refund will be sent to you.

❖ **When are bulbs, tubers and strawberry plant plugs delivered?**

For bulbs, tubers and strawberry plants plugs = deliveries are scheduled for late April or early May (as soon as the risk of frost has passed) until the product is sold out.

Autumn garlic = starting from September 2021.

❖ **What should I do if I have a problem with my online customer account?**

Send us your name, complete address and email address and we will be able to verify your account.

❖ **I didn't receive an activation email for my internet account, what should I do?**

First, check your junk mailbox. If not found, send us your name and email address and we will activate your account and send you a temporary password.

❖ **I need horticultural tips and advice?**

Consult [W.H. Perron's blog](#) or communicate via a private message on our [Facebook page](#).