



Mauricio's Garden – Store Policies

Privacy Policy

At Mauricio's Garden, we value your privacy. Any personal information you provide — such as your name, email address, phone number, and shipping address — will be used solely to process your orders and enhance your shopping experience.

We do not share, sell, or rent your information to third parties without your consent, except as necessary to fulfill an order or as required by law. All data is stored securely and treated with the utmost confidentiality.

Accessibility Statement

At Mauricio's Garden, we are committed to making our website accessible to everyone, including people with disabilities. We continuously work to improve accessibility and follow web standards to ensure a seamless experience for all visitors.

If you encounter any accessibility barriers or difficulties navigating our site, please contact us at [your email], and we will do our best to assist you promptly.

Shipping Policy

Each creation from Mauricio's Garden is handcrafted and shipped from Canada with care.

Processing Time:

All orders are prepared and shipped within 3–5 business days after payment confirmation.

Domestic Shipping (within Canada):

We ship through Canada Post, which typically delivers within 3–9 business days, depending on your location.

International Shipping:

International orders are also shipped via Canada Post and usually arrive within 7–21 business days, depending on the destination and customs processing.

Expedited Shipping:

If you'd like to receive your order sooner, we offer express shipping options through FedEx and UPS at an additional cost. Please contact us at [your email] before placing your order to request a quote for faster delivery.

Tracking:

A tracking number will be provided once your order ships, so you can follow your parcel's journey from our garden to your home.

Delays and Responsibility:

Estimated delivery times are provided as a guide. Mauricio's Garden is not responsible for delays caused by postal carriers, customs, or weather conditions once the order has been shipped.

Terms and Conditions

By purchasing from Mauricio's Garden, you agree to the following terms and conditions:

All items are described and photographed as accurately as possible. However, colors may vary slightly due to lighting, photography, or individual screen settings.

We reserve the right to update prices, product availability, or store policies without prior notice. By completing a purchase, you acknowledge and accept these terms.

Each creation is unique, handmade, and may include natural variations — these details are part of the beauty and authenticity of our work.

Refund Policy

At Mauricio's Garden, every piece is handcrafted with great care and attention to detail. Because our creations are handmade and often one of a kind, refunds are only available for items that arrive damaged or defective.

If your order arrives damaged, please contact us within 3 days of delivery at [your email] and include:

- Your order number
- Clear photos of the damaged item and packaging
- A short description of the issue

Once reviewed and approved, we will arrange a replacement or refund for the affected item.

Please note:

- Refund requests made after 3 days of delivery cannot be accepted.
- Shipping fees are non-refundable, unless the damage was due to our handling.
- We do not accept returns or exchanges for reasons other than damage.

Our mission is to ensure that each piece from our garden reaches you in perfect condition — a small treasure of nature, preserved in time.