



**NEW FOR 2022:** We're trying something new!

This year, pick out your pre-purchased plants at Stoneleigh. Staff and volunteers can help you gather your order and transport them to your car. While you're here, browse our selection of surplus plants, connect with fellow plant lovers, or seek gardening advice from our experts—all while enjoying a beautiful spring day in the garden.

Please make sure that your vehicle can adequately accommodate the plants you've ordered.

**FREQUENTLY ASKED QUESTIONS**

**May I browse the plant list before the sale begins?**

Yes. Plants are available to preview on April 7 & 8. As a reminder, plants won't be available for purchase during this time.

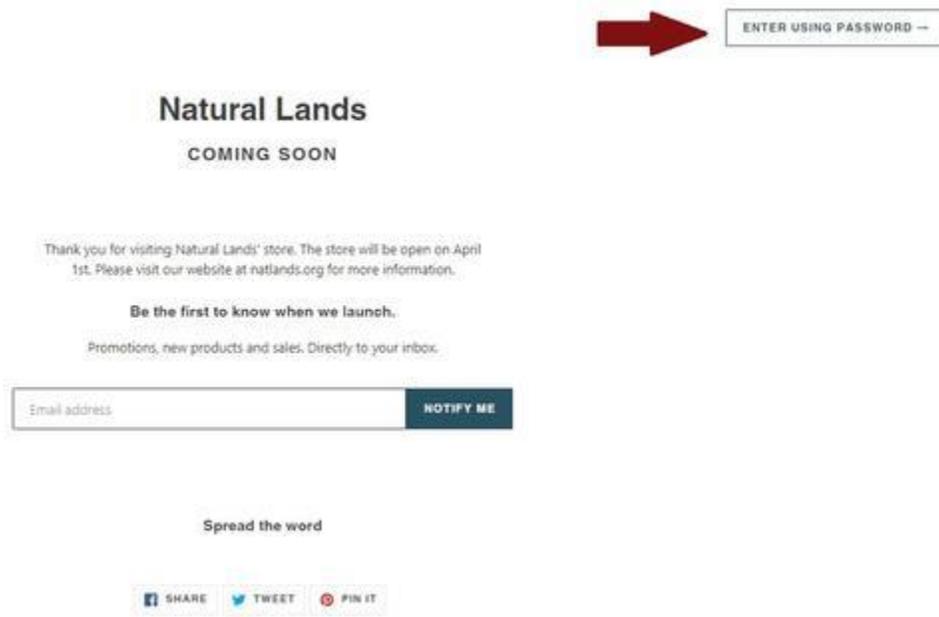
**How do I find out if my membership is current?**

Not sure if you're membership is current or would like more information about the benefits or membership? Please contact [info@natlands.org](mailto:info@natlands.org).

**How do I get my member password for Saturday's sale?**

Members will receive an email with their members-only special password beginning late March, with a final email on Wednesday, April 6. If you become a member between April 6 – April 9, the password will be in your member email. This password is needed to enter the site to shop on April 9.

## How do I enter the site using my special password?



The screenshot shows the Natural Lands website interface. At the top, there is a red arrow pointing to a button labeled 'ENTER USING PASSWORD --'. Below this, the text reads 'Natural Lands' and 'COMING SOON'. A message states: 'Thank you for visiting Natural Lands' store. The store will be open on April 1st. Please visit our website at natlands.org for more information.' Below this, it says 'Be the first to know when we launch.' and 'Promotions, new products and sales. Directly to your inbox.' There is a text input field for 'Email address' and a 'NOTIFY ME' button. At the bottom, there is a 'Spread the word' section with social media sharing options for Facebook (SHARE), Twitter (TWEET), and Pinterest (PIN IT).

## Will Stoneleigh be open?

Yes, the garden will be open from 10:00 am – 5:00 pm.

## Can I call in my order?

No, all orders must be placed online.

## When will my order be ready?

Your order will be ready on Saturday, April 30 and Sunday, May 1. Please do not pick up your plants before or after your time. We have timed tickets to allow parking for guests and for plant sale participants.

## Where do I pick up my order?

Orders are picked up at Stoneleigh's Great Lawn. Park in the parking lot located at 1829 County Line Road, Villanova, PA 19085. You will pick out your plants, and volunteers with wagons will be available to help you transport plants to your car. If you have a large order, please have any boxes or blankets ready in your car for loading.

## What do I need to say or show to pick up my order?

Show the emailed copy of your receipt or tell a staff person the first and last name on the order. They will have a copy of your order available.

## Can someone else pick up my order?

Yes. You can either add their name, email, and phone to the pickup option in checkout, or they can give your first and last name to Natural Lands' staff during the pickup time you selected.

**What happens if it is raining during my pickup time?**

Plant pickups will occur rain or shine.

**What happens if there's something wrong with my order?**

We do our best to make sure all orders are complete and accurate. However, if you are missing any items from your order, or if you have received any plants, you did not order, please email Martha Moore at [mmoore@natlands.org](mailto:mmoore@natlands.org).

**What is your refund/exchange policy?**

All sales are final.