How soon will I get my package?

While we strive to send your stylishly sustainable dinnerware as fast as possible. We ask that you please one to three business days to process your order; however, orders placed on Friday after 1PM EST will not be processed until Monday, for a Tuesday ship date. If you think you may require expedited shipping and are unsure about ship times, please call our office: 212-760-1200. We ship with FedEx, so delivery can take anywhere between 1-7 business days.

How can I check the status of my order?

Log on to your account at VerTerra.com to check the status of your order. You should also receive emails updating you on the progress of your order. If you did not create an account and shopped as a quest, please email info@verterra.com with questions regarding your order.

How can I track my order?

Once your order has shipped, you can track your package online at www.fedex.com. Copy and paste the tracking number sent to your email or linked to your account/order information to track the status.

Are they single-use/disposable? (They seem so durable)?

We know it's hard to believe VerTerra dinnerware from fallen leaves is intended for single-use, but our line is biodegradable and certified compostable. Because we do not use any bonding agents, lacquers or chemicals and our product is natural and porous, we cannot recommend washing and reusing VerTerra.

Where do you produce your products (get the leaves)?

Our dinnerware from fallen leaves/palm leaf plate line is produced in India--there are no leaves in North America that work for this process. We own our factory where all of our workers receive fair wages in safe working conditions and are provided access to medical care. Our Cheese Board, Serveware and Box line are made in Indonesia and our Cutlery is made in China.



Is VerTerra dinnerware completely non-toxic?

Yes! VerTerra's Dinnerware from Fallen Leaves ™ - Palm leaf plate line is non-toxic dinnerware.

Because our products are made with only leaves and water, VerTerra dinnerware is completely non-toxic.

Are VerTerra products clean? Do I need to wash them before I use them?

You can serve meals on our products straight out of the package! All VerTerra dinnerware is cleaned and UV sterilized in our factory no less than three times, so they're extremely clean.

Will VerTerra products affect the taste of my food?

No. VerTerra products won't alter the taste of your food in any way. Additionally, the issue of food leaching is diminished since no lacquers are used in the process (which is a problem with plastics or PLA plastics/bioplastics face)

Is it safe to put VerTerra dishes in a microwave, oven, or fridge? Yes, within reason. VerTerra dinnerware is significantly more durable than plastic or paper plates. It's perfectly safe to heat VerTerra in the microwave for up to 2 minutes on high or in an oven up to 350 degrees for 45 minutes (making sure they are at least 6" from heat source). You can also store VerTerra products in the refrigerator or freezer.

Are VerTerra dishes recyclable?

No. Recycling involves melting permanent materials (i.e. metals, glass, plastic, and etc), and reforming them for reuse. Since our products are made from leaves, they're compostable, non-toxic, and will naturally return to the earth in 2 months. This process uses 90% less energy than recycling.

Do VerTerra Dishes hold liquids?



Yes: liquids, soups and anything else you can cook up! Just look through our Instagram or online photo galleries and see it in use.

Who makes VerTerra Products?

We do. Unlike many companies that outsource production to cut costs, we proudly own all of our production facilities so that we can ensure the highest manufacturing standards and working conditions for our employees. All VerTerra employees work in conditions compliant with international standards and earn a steady income to support their families.

