

# Return Policy & Guarantees

Department	Returns	Guarantee
Nursery	7 days	1 year
Perennials	7 days	1 year
Annuals and Exotics	7 days	Not applicable
Tropical Plants	7 days	45 days
Flowering House Plants	7 days	Not applicable
Hard Goods & Home Décor	14 days	Where applicable by Manufacturer
Deliveries & Services	Non-refundable	
Sod and Bulk Material	Non refundable	

## Terms and Conditions

All returns and guarantees **Must** be accompanied by original receipt and product.

For returns, all material must be returned in original condition and packaging where applicable.

Refunds will be issued in the original form or tender, however we reserve the right to offer store credit only..

Points rewarded at the time of original purchase will be reversed at the time of return or refund.

End of season and items bought as final sale are non-refundable

The guarantee is limited to the value paid for the original plant/item. No exchanges, refunds or store credit only..

All delivery issues must be reported within 24 hours of delivery.

Due to the movement of price labels which is beyond our control, we reserve the right to ensure that the correct price is charged for any products or service.

Plant material left in or planted in containers over winter will not be guaranteed.

All products damaged by natural disasters, weather, negligence, animals, insects and acts of people are not guaranteed.

Furniture, gardening equipment, any product or service, planters, containers, fountains and statuary are not guaranteed over winter due to climate conditions unless specified by manufacturer.

Failure to provide adequate care of your product will render your guarantee null and void

