

## Return Policy

### Cash Refunds

If the Customer Has...	They are Entitled to...
<u>Receipt AND goods purchased</u> in original condition and in original pot or packaging within guarantee period	Cash refund
<u>Goods purchased</u> in original condition and in original pot or packaging AND no receipt AND the product is ours.	Store credit

### Guarantees – Annuals, Houseplants, Cut Flowers, Hard Goods (including footwear)

We guarantee all our products. During the guarantee period, customers can bring back the dead plant or damaged product for any reason. We replace any product once. This includes dead plants caused by frost, lack of watering, or improper planting.

Item	Replacement/Store Credit	Notes
<b>Annuals</b>	7 Days	If a customer does not have a receipt, but the product is ours, give a store credit or replacement.
<b>Cut Flowers and Arrangements</b>	5 Days	
<b>Houseplants and all *hard goods</b>	30 Days	

\*Hard Goods are everything we sell that are not live plants like footwear and décor.

### Guarantees – Trees, Perennials, Rose Bushes

Trees, shrubs, and perennials are guaranteed 2 years from date of purchase. Rose bushes are guaranteed 1 year from date of purchase. This guarantee does not cover theft, vandalism, continuous neglect, animal damage, insect damage, or acts of God. We only replace each item once. We'll look up trees and perennials by phone number in our system.