



The Plant Kingdom

Garden Center & Landscape Service

Retail Nursery Stock Guarantee

Thank you for choosing The Plant Kingdom for your new plant purchase. We are proud to supply the healthiest plants and assist you in the success of your landscape or garden. We do ask that by purchasing your new plants, you acknowledge and accept your role and responsibility for the potential success or failure of the plants.

Plants considered to be fully winter hardy in Louisville/Jefferson County, Kentucky, (excluding the plants listed below) are **guaranteed for 90 days** from the date of purchase if they have been planted promptly and properly in the ground. The plants must also have been watered correctly and sufficiently during the guarantee period to be eligible for a replacement.

We do not guarantee and therefore will not replace houseplants, tropical plants, bonsai, annual/bedding plants, garden mums, vegetable plants, aquatic plants, groundcovers, bulbs, plants left in the original containers or planted in decorative containers, and plants that are on sale or discounted. Similarly, we neither guarantee nor replace plants that are marginally winter hardy, difficult to establish in our area, or known to have very specific environmental requirements. They include the following: azalea and rhododendrons, aucuba, crape myrtle, hemlock, hybrid American hollies, Japanese hollies, laurels, pieris, roses, and white pine.

If a plant qualifies for a guarantee, we will replace the plant one time. If you believe there is an issue with your plant, please contact us immediately. Do not dig up or remove the plant until you have communicated with a Plant Kingdom Manager who has evaluated the situation. Once we have confirmed that your plant is dead, you **must provide the original receipt and the dead plant in order to receive a replacement plant**. In the event the exact plant or original size is not immediately available, we will place an order for the replacement plant or issue a store credit.

The most common reasons for plant decline or failure within 30 to 90 days when planted during the growing season are:

- Improper care and watering following planting
- Improper site placement
- Improper planting

The most common reasons for plant decline or failure within 30 to 90 days when planted during the dormant season are:

- Improper planting time/season for the species.
- Unusual or extreme winter weather conditions
- Improper site selection and planting

For expert information on watering, site placement, proper planting, maintenance, and fertilization, visit our website, plantkingdom.net, or stop by our store and speak with one of our professional team members.

**This guarantee policy applies to retail nursery stock purchases only. To see our Landscape/Installation Guarantee Policy and our Retail Return Policy, visit our website, plantkingdom.net, or ask a team member for a printed copy. Hard goods, such as fertilizers, chemicals, repellents, tools, containers, fountains, etc., are not guaranteed by The Plant Kingdom. All concerns and questions about a manufacturer's guarantee should be directed to the manufacturer.*



The Plant Kingdom

Garden Center & Landscape Service

Landscape Nursery Stock Guarantee

Thank you for choosing The Plant Kingdom for your new plant purchase. We are proud to supply the healthiest plants and assist you in the success of your landscape or garden. We do ask that by purchasing your new plants, you acknowledge and accept your role and responsibility for the potential success or failure of the plants.

Plants considered to be fully winter hardy in Louisville/Jefferson County, Kentucky, (excluding the plants listed below) are **guaranteed for one year from the date of planting when they have been installed by our landscape professionals.** Labor fees are not included in this guarantee. All pertinent invoices must be paid within 30 days of the invoice date or this guarantee is null and void. The plants must also have been watered correctly and sufficiently during the guarantee period to be eligible for a replacement.

We do not guarantee and therefore will not replace houseplants, tropical plants, bonsai, annual/bedding plants, garden mums, vegetable plants, aquatic plants, groundcovers, bulbs, plants left in the original containers or planted in decorative containers, plants that are on sale or discounted, and plants that have been damaged by animals, machinery, chemicals, or other causes beyond our control. Similarly, we neither guarantee nor replace plants that are marginally winter hardy, difficult to establish in our area, or known to have very specific environmental requirements. They include the following: azalea and rhododendrons, aucuba, crape myrtle, hemlock, hybrid American hollies, Japanese hollies, laurels, pieris, roses, and white pine.

If a plant qualifies for a guarantee, you are entitled to one free replacement plant. Labor is not included. If you believe that your plant has died, or is in decline, contact the landscape team immediately.

Andy Smart, Landscape Manager
asmart@plantkingdom.net
502-639-1791

John Forcht, Landscape Assistant Manager
john@plantkingdom.net
502-893-7333

Do not dig up or remove the plant until you have communicated with a Plant Kingdom Manager who has evaluated the situation. If we conclude that the plant is in distress, our professional team will provide you with a plan of action. If we conclude that your plant is dead, you will receive a claim form to begin the replacement process. In the event the exact plant or original size is not immediately available, we will place an order for the replacement plant or issue a store credit.

The most common reasons for plant decline or failure within one year when planted during the growing season are:

- Improper care and watering following planting
- Improper site placement
- Improper planting

The most common reasons for plant decline or failure within one year when planted during the dormant season are:

- Improper planting time/season for the species
- Unusual or extreme winter weather conditions
- Improper site selection and planting

For expert information on watering, site placement, proper planting, maintenance, and fertilization, visit our website, plantkingdom.net, or stop by our store and speak with one of our professional team members.

**This guarantee policy applies to plants installed by our professional landscape team. To see our Retail Nursery Stock Guarantee Policy and our Retail Return Policy, visit our website, plantkingdom.net, or ask a team member for a printed copy. Hard goods, such as fertilizers, chemicals, repellents, tools, containers, fountains, etc., are not guaranteed by The Plant Kingdom. All concerns and questions about a manufacturer's guarantee should be directed to the manufacturer.*