

Retail Guarantee Policy

aka if something goes wrong



Thank you for choosing The Plant Kingdom for your purchase. Our team is here to assist you in the success of your landscape, garden, or indoor growing environment. We are proud to supply the healthiest plants and highest quality gardening supplies available, but we do ask that by making your purchase, you acknowledge and accept your role and responsibility for the items once they leave our care.

WHAT IS NOT GUARANTEED?

We do not guarantee seasonal tropical plants, bonsai trees, airplants, rare plants, annual/bedding plants, including hanging baskets, garden mums, herbs, vegetable plants, bulbs, and seeds. Winter hardy plants in containers and plants that are on sale or discounted are not guaranteed. We also do not guarantee plants placed or planted in locations that are not recommended by our sales team and plants damaged or killed by human or animal injury, acts of nature, or improper use of chemicals or treatments. We also reserve the right to void the guarantee if we deem that the plant has been neglected or damaged while out of our care.

Seasonal items such as pumpkins and gourds, fresh-cut Fraser Fir trees, wreaths, greens, garlands, winter arrangements, berries, twigs, bows, and artificial holiday/seasonal decorations are not guaranteed

Fertilizers, chemicals, repellents, tools, containers, benches, fountains, and other hard goods are not guaranteed by The Plant Kingdom. All concerns and questions about a hard good should be directed to the manufacturer.

WHAT IS GUARANTEED?

Houseplants, cacti, and succulents with the original receipt/proof of purchase are guaranteed for 30 days from the date of purchase if they meet all the requirements below.

- ✓ Must have been promptly placed in an environment with sufficient natural light according to the specific plant's needs
- ✓ Must be in its original container or a similar size container with proper drainage
- ✓ Must have been watered correctly and sufficiently

Winter hardy plants, such as trees, shrubs, perennials, ornamental grasses, and vines, with the original receipt/proof of purchase, are guaranteed for 30 days from the date of purchase if they meet all the requirements below.

- ✓ Must be considered to be fully winter hardy in Louisville/Jefferson County, Kentucky
- ✓ Must have been planted promptly and properly in the ground
- ✓ Must have been planted in an environment conducive to the plant's specific needs
- ✓ Must have been watered correctly and sufficiently

WHAT TO DO NEXT?

If you believe there is an issue with your plant, regardless if it qualifies under our guarantee policy, contact us immediately at gardeninfo@plantkingdom.net so that we can connect you with our diagnostician. It is also important to leave the plant where it is. Do not dig up or move the plant until you have communicated with our diagnostician to evaluate the situation. Digging up or moving the plant before you have contacted us will void any guarantee.

If your plant qualifies under the requirements above our diagnostician will finalize your guarantee paperwork. The outcome of our guarantee is determined on a case-by-case basis and could range from a complimentary treatment to full plant replacement. If you qualify for full plant replacement, you will then be asked to return the original plant to receive the 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 a similar plant may be substituted at the diagnostician's discretion.

If your plant does not qualify for our guarantee, our team is still here to help diagnose and remedy the possible issue to increase your future success. For expert information on watering, site placement, proper planting, maintenance, fertilization, and more visit our website plantkingdom.net/learn. You can also stop in, send us an email, or give us a call. Our experienced team is always here to help you make informed decisions when purchasing new plants and caring for existing ones.

To see our Retail Return Policy (aka if you change your mind), visit our website, plantkingdom.net/about, or ask a team member for a printed copy.