

Retail Return Policy

aka if you change your mind



PLANTS must be returned **with your original receipt within 48 hours** from the date and time of purchase and meet all requirements below to qualify for a refund. No exceptions.

- ✓ Must be in good health with no signs of neglect
- ✓ Must have original tags and container
- ✓ Must have not been removed from its container

Discounted, rare, special order, customized, and guaranteed replacement plants, are final sale and not eligible for a refund.

HARD GOOD MERCHANDISE (aka anything that isn't a plant) must be returned **with your original receipt within ten days** of purchase and meet all requirements below to qualify for a refund. No exceptions.

- ✓ Must be in good, sellable condition
- ✓ Must include its original tags and packaging
- ✓ Must be unopened

Fountains, discounted hard goods, completed services, gift cards, special orders, customized items, and replacements are final sale and not eligible for a refund.

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 final sale and not eligible for a refund.

If your item meets the requirements above, the refund will be credited to the original payment method (no exceptions, see details below).

If you paid with a **credit card**, you will be credited the purchase amount to the credit card used at the time of purchase. This card must be present at the time of return. Credit card returns cannot be made over the phone. If you do not have the original credit card, then store credit will be given.

If you paid **online with a credit card** and picked it up in-store, you will be refunded the purchase amount through the online store once the items are returned.

If you paid with **cash** under \$100, you will be eligible for a cash refund or store credit. Cash returns exceeding \$100 will be issued a refund check from our office within two business days or you may elect to receive immediate store credit.

If you paid by **check**, refunds will not be issued until your check has cleared the bank. Once it has cleared, check returns under \$100 will be eligible for a cash refund or store credit. Check returns exceeding \$100 will be issued a refund check from our office or you may elect to receive immediate store credit.

If you paid with a **gift card**, your refund amount will be put on another gift card.

No receipt? Returns without a receipt will in all cases be at the discretion of a manager on a case-by-case basis. Approved returns without a receipt will only be eligible for store credit, no cash, check, debit, or credit card return will be issued without your original receipt.

To see our Retail Guarantee (aka if something goes wrong), visit our website, plantkingdom.net/about, or ask a team member for a printed copy.