



The Plant Kingdom

Garden Center & Consulting Services

Retail Return Policy

“if you change your mind”

Returns with a Receipt:

Returns of **NURSERY STOCK** (live plant material) must be returned with your original receipt within 48 hours from the date and time of purchase to qualify for an exchange or refund credited to the original payment method (see details below). No exceptions. Plants must include original tags and be in good health with no signs of neglect. Any plant removed from its original container will not be accepted for return.

Returns of **HARD GOOD MERCHANDISE** must be returned with your original receipt within ten days of purchase to qualify for an exchange or refund credited to the original payment method (see details below). No exceptions. Merchandise must be in good, sellable condition and include its original tags and packaging. Packaging must be unopened.

If you paid with a **credit card**, you will be credited the purchase amount to the credit card used at the time of purchase. The card must be present at the time of return. Credit card returns cannot be made over the phone.

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 store credit.

If you paid by **check**, refunds will not be issued for five to seven business days or until your check has cleared the bank. 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 within two business days or you may elect to receive store credit.

If you paid with a **gift card**, you will be eligible for store credit.

Returns without a Receipt:

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

Items NOT Eligible for a Refund:

All purchases of completed services, gift cards, special orders, customized items, and discounted items are final sale and not eligible for a refund or exchange.

All purchases of seasonal items, such as pumpkins and gourds, fresh-cut Fraser Fir trees, wreaths, greens, garland, winter arrangements, berries, twigs, bows, and artificial holiday/seasonal decorations, are final sale and not eligible for a refund or exchange.

**This return policy applies to retail nursery stock and hard good purchases only. To see our Retail Nursery Stock Guarantee, 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.*