



# Our Guarantee Policy

Trees & shrubs planted by Platt Hill Nursery:

Full purchase price excluding labor for 2 years from purchase date - one time replacement

Planted by customer guarantee:

- Trees & Shrubs - 50% of the purchase price for 1 year from date of purchase
- Roses, Perennials, Vines & Groundcovers - 50% of the purchase price until November 1st of the year of purchase
- Annuals, Herbs, Vegetables, Tropicals & Houseplants - 50% of the purchase price for 7 days from the date of purchase

*Half of the responsibility to get the plants to grow is with Platt Hill Nursery and the other half is with the customer.*

## Guarantee is void if:

- Plants are not planted in the ground (i.e. planted in a container)
- Plants are damaged from neglect, misuse, animals, herbicides or acts of nature

*A store credit will be issued upon the return of the dead plant and the original sales receipt. Sorry, no cash refunds.*

# Our Return Policy

Platt Hill Nursery gladly accepts returns with original paid receipt as follows:

- Plants are in their original condition within 7 days - subject to 20% restock charge
- Fountains, Statues, Stone and Bagged Product in original condition within 14 days - subject to 20% restock charge
- Custom Orders, Firewood, Sod, Bulk and Holiday Decoratives - all sales are final
- All other merchandise in original condition and original packaging 100% refund within 30 days of original date of purchase

*Sorry we are unable to accept returns without original paid receipt.*