

# RONNY'S GARDEN WORLD

## RETURN POLICY AND PLANT GUARANTEE

### TREES AND SHRUBS

At Ronny's Garden World we guarantee our plants to be healthy and true to name. We provide our customers with the best quality nursery plants available, purchasing only from quality growers. Our professional nursery staff is available seven days a week to answer any questions you have with regards to design, planting, insect and disease control, pruning, watering, fertilization and lawn care.

1. 30 day guarantee from the date of purchase.
2. This guarantee applies to trees and shrubs purchased in our Nursery Department and excludes annual, perennials, houseplants, herbs, vegetables, tropical, bonsai, pond, and all sale plants.
3. **Original register receipt along with product tag** must accompany the returned plant within the guarantee period. NO EXCEPTIONS.
4. Good for a one-time credit towards a replacement of the same plant of or another plant for equal value. Valid only on the day of return. The replacement plant is NOT covered under the guarantee. Regular delivery charge will apply if delivery is required.
5. No cash refunds or store credit will be given.
6. Guarantee is valid for plants purchased from March 1 through October 31.
7. No guarantee is offered for plants purchased November 1 through February 28/29
8. Healthy plant returns must be within 7 days of purchase with original register receipt--NO EXCEPTIONS; are subject to a 20% re-stocking fee and will receive STORE CREDIT ONLY. It must be in its original condition, never removed from its container and must be as healthy as it was at the time of purchase.

It is our ultimate goal to help you succeed in your gardening experience. If you have questions or concerns about the health of your plant, please do not hesitate to contact Ronny's professional staff immediately. Doing so could save your plant!

### NON-PERISHABLE ITEMS

1. Unused, undamaged and in original salable package items may be returned for a full refund within 15 days from the date of purchase. **Original register receipt** must be provided—NO EXCEPTIONS.
2. If paid by credit or debit card it will be refunded to the card used for the original purchase. Cash refunds are limited to less than \$50 otherwise a check will be issued and mailed. If a check was written for the original purchase there is a 15 day waiting period for a refund check to be mailed.

### EXCEPTIONS

1. All sale items are FINAL; refunds or store credits do not apply.
2. Halloween items may not be returned after October 20<sup>th</sup>.
3. Christmas items may not be returned after December 15<sup>th</sup>.