



# Atlantic Nursery Guarantee and Return Policy (effective 4/15/17)

Thank you for your purchase. We would like gardening to be a successful and pleasurable experience for you. Please take a few moments to familiarize yourself with our planting and care instructions.

*Failure to follow these instructions may void your guarantee.*

## **2 YEAR GUARANTEE**

Trees, shrubs and evergreens rated to be hardy in zone 7 and planted by Atlantic Nursery, as well as, trees, shrubs and evergreens planted by the customer within 7 days of purchase with *Bumper Crop and Roots* according to our planting instructions. *Bumper Crop and Roots* must be documented on the same receipt.

## **1 YEAR GUARANTEE**

Trees, shrubs and evergreens rated to be hardy in zone 7 and planted with Peat Moss and Espoma Fertilizer. The plants are guaranteed for 1 year from date of purchase only if planted in the ground within 7 days according to our planting instructions.

### **GUARANTEES ARE NOT TRANSFERABLE**

### **PLANTS OTHER THAN TREES, SHRUBS AND EVERGREENS**

Roses . . . . .	for the remainder of the calendar year
Perennials . . . . .	50% for remainder of the calendar year
Outdoor tropicals & foliage houseplants . . . . .	30 days from date of purchase

### **EXCLUSIONS**

Annuals, herbs, plants in pots, **plants sold at a discount**, sod, zoysia, replacement plants, mums, pansies, packaged plants, plants not paid in full, plants damaged by drought, flood, winds, hail, chemicals, mechanical damage, animal damage, privacy hedge plantings in a row without a soaker hose, neglect or any act of God. Neglect includes failure to plant and/or water according to our instructions.

**If a concern about a plant arises, please do not dig up the plant, but contact us.** We will attempt to find a solution over the phone or give further instruction on how to proceed. If a plant is deemed not to survive, a onetime store credit, not to exceed the actual purchase price, will be issued. The credit does not take fluctuation of price into consideration. The credit is valid towards the purchase of any perennial, tree, shrub or evergreen and cannot be applied to any other merchandise or plants on sale. No refunds. A 50% labor charge will be assessed for replacement planting in the same location.

### **RETURN POLICY**

- Merchandise and **REGISTER RECEIPT\*** is required for all returns.
- No returns of any purchases after 10 days.
- Trees, shrubs, live and perishable items **must be in the same condition as when purchased** and returned within 7 days of purchase.
- Merchandise must be in the same condition as when purchased, and in the undamaged, original packaging.
- Sale merchandise and seasonal merchandise (after the season) cannot be returned.
- Christmas merchandise returns are permitted until December 15th.
- No redemption of store credits on sale days or for items on sale.
- All refunds are issued in the same form as original payment. Check refunds are issued after check has been credited to our account.