



# Atlantic Nursery Guarantee and Return Policy

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. (effective 4/2024)*

## **2 YEAR GUARANTEE** (not transferable)

Trees, shrubs and evergreens rated to be hardy in Zones 3 to 7 are guaranteed for 2 years (excluding Rhododendrons, Azaleas & Roses) from the date of purchase provided our instructions are followed:

1. Install plants within 10 days of purchase/delivery date
2. Purchase the recommended amounts of Bumper Crop and Bio-tone Starter Plus (must be purchased on the same receipt as the plants)
3. Plant according to Atlantic Nursery instructions on orange sheet
4. Follow our watering guidelines on blue sheet

(if your gardener or someone else does the planting make sure they read and follow these instructions)

## **STANDARD 1 YEAR 50% GUARANTEE**

Trees, shrubs and evergreens rated to be hardy in Zones 3 to 7

that are planted without purchase of Bumper Crop and Bio-tone Starter Plus are 50% guaranteed from date of purchase. All other planting and watering instructions apply.

It is highly recommended that peatmoss and starter fertilizer is incorporated.

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

when properly cared for

**Rhododendrons** -50% for the remainder of the calendar year    **Perennials** -50% for the remainder of the calendar year

**Azaleas**-50% for the remainder of the calendar year

**Foliage houseplants** -30 days from date of purchase

**Roses** - remainder of the calendar year

**Outdoor tropicals** 30 days (if purchased prior to 8/1)

## **EXCLUSIONS from GUARANTEE**

Plants in pots, annuals, vegetables, herbs, 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. (storms, hurricane, lightning, flooding etc.)

If a concern about a plant arises, please do not dig up the plant. Contact us by phone and email photos with phone number to [info@atlanticnursery.com](mailto:info@atlanticnursery.com). In the early stages, most situations are easily diagnosed and can be corrected by our plant experts who will give further instructions 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 or growth of the plant into consideration. The credit is valid towards the purchase of any regular priced plant from the original plant group and cannot be applied to any other merchandise or plants on sale. Replacement plants are not guaranteed. No cash refunds. For plants to be replaced in the same location, a planting fee of 50% of the original planting charge will be assessed plus the minimum delivery fee that applies.

## **RETURN POLICY**

- Merchandise and **REGISTER RECEIPT\*** is required for all returns *except for Garden Rewards members*
- No returns of any purchases after 10 days.
- Trees, shrubs, live and perishable items **must be in the same condition as when purchased.**
- 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 permitted until Dec.15th. Halloween returns permitted until Oct. 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.