

## **Guarantee & Refund Policy**

### **Plant Returns & Refund Policy**

Plants are living and perishable. You must be responsible for their care. This means providing adequate water, reasonable soil conditions and protection from animal damage.

Refunds will be given upon return of the living plant purchased within 48 hours in the original form of payment. If returned after 48 hours a store credit/gift card will be issued.

We provide a 90-day warranty on trees and shrubs if they have been properly planted in the ground and watered. If a plant fails, we will refund 50% of the original sale amount based on the sales receipt provided.

Please contact the store if a plant is starting to fail to receive additional advice on your plant issues.

If a condition persists with a plant, consideration for a refund will require a receipt, the plant, and authorization from a manager. Flower World will not be held liable for more than the purchase price for plants.

Although we exercise the greatest care to identify all varieties of plants properly mislabeled plants do not qualify for credit due to conditions beyond our control.

### **Other Merchandise & Non-Living Products**

If your merchandise is in good, sellable condition (including original packaging), we will issue a refund in the original form of payment within 30 days of the date of purchase. Receipt required.

Flower World will not be held liable for more than the purchase price for plants or merchandise.