

Down to Earth Garden Center 2016 Plant Warranty

Thank you for your purchase of plants from Down To Earth Garden Center. Please remember that plants are living entities and need care as such. Success with your new plant is tied directly to the amount of care it is given. Down To Earth Garden Center has been in business since 1997 and has been very successful because we care about our customers' happiness. Please call us with any questions you may have about plant care.

Down To Earth Garden Center guarantees plants as follows:

If planted by our professional landscape department:

- One (1) year for one (1) full replacement of like plant picked up from our garden center.
- Plant warranty does not include delivery or planting fees from original plant or for replacement plant(s).

If planted by purchaser or others:

- Until end of current growing season (Oct. 15th) for one (1) full replacement of like plant picked up from our garden center or 100% refund in form of store credit.
- No warranty replacements may be made after Oct. 15th. A store credit of 50% of the plant purchase price will be issued.

EXCEPTIONS to the warranty (plants not guaranteed) are annuals, mums (& any other plants designated not winter hardy (zone 5 or higher) at the time of purchase), plants not planted in the ground, and clearance plants (plants discounted 40% or more). Warranty does not apply to replacement plants.

ROSES are guaranteed only to last the season (until Oct. 15th).

NO CASH REFUNDS will be given on warranty plants. A store credit will be issued when a replacement is not possible or desired.

THE GUARANTEE IS VOID IF:

- PAYMENT IS NOT MADE IN FULL WITHIN THE TERMS OF THE ORIGINAL AGREEMENT.
- Purchaser has not notified Down To Earth Garden Center of unusual or abnormal conditions of growth (e.g., no leaves, leaves dropping, bark cracks, insects, etc.).
- Plants die due to gross negligence [e.g., failure to water regularly (more often during warmer temperatures) – refer to Care Instructions for more information), physical damage such as from mowers, weed eaters, cars, pets, etc.].
- Plants are damaged or killed due to acts of nature such as lightning, tornadoes, drought, abnormal frost, ice storms and/or floods, etc.
- Plants are killed due to human or wildlife/animal damage.

GUARANTEE IS NOT TRANSFERABLE AND DOES NOT COVER FURTHER CARE OR MAINTENANCE OF THE PLANT. CUSTOMER MUST HAVE ORIGINAL RECEIPT / INVOICE FOR REPLACEMENTS OR CREDIT. DOWN TO EARTH GARDEN CENTER HAS THE RIGHT TO REFUSE ANY WARRANTY IF ANY OF THE ABOVE TERMS AND CONDITIONS ARE NOT MET.