K DRIVE GREENHOUSE CO. RETURN POLICY:-WEBSITE VERSION

WE WILL GUARANTEE FOR 1-YEAR 100% OF THE PURCHASED PLANT PRICE ON NURSERY STOCK, PERENNIALS, AND ROSES THAT WERE PURCHASED FROM K DRIVE GREENHOUSE (SEE DETAILS AND EXCLUSIONS BELOW)

WHAT THE WARRANTY DOES NOT COVER • PLANTS THAT ARE DAMAGED BY PHYSICAL INJURY, LACK OF CARE OR EXTREME NATURAL CONDITIONS. • IF A PLANT IS NOT BLOOMING PROPERLY OR GROWING TO MEET YOUR EXPECTATIONS, THERE ARE OFTEN STEPS THAT CAN BE TAKEN TO REMEDY THE ISSUE. PLEASE SEEK OUT A MEMBER OF OUR NURSERY STAFF FOR ASSISTANCE. • PREVIOUSLY REPLACED AND WARRANTIED PLANTS. • ANY DELIVERY OR PLANTING FEES ASSOCIATED WITH THE PLANT PURCHASE. • PLANTS INSTALLED IN ABOVE GROUND CONTAINERS, RAISED BEDS OR HAVE NEVER BEEN PLANTED •

ORIGINAL RECEIPT MUST BE ACCOMPANIED WITH DEAD PLANT. NO EXCEPTIONS! PLANT MATERIALS ON SALE UP TO 50% OFF WILL RECEIVE A GUARANTEE AT THE SALE PRICE. PLANT MATERIALS ON SALE FOR 50% OFF OR GREATER ARE NOT GUARANTEED. ALL CLAIMS ARE RESOLVED IN THE FORM OF A STORE CREDIT MINUS ANY COUPONS OR DISCOUNTS. NO CASH OR CREDIT CARD REFUNDS WILL BE GIVEN. REPLACEMENT PLANT WILL NOT BE GIVEN.

DUE TO HARDINESS, CLIMATE AND VARIABLES BEYOND OUR CONTROL, THE FOLLOWING ITEMS ARE NOT COVERED BY THE GUARANTEE: ANNUALS, HANGING BASKETS, HERBS, VEGETABLES, ORNAMENTAL GRASSES, TROPICALS, HOUSEPLANTS, AND CLEARANCE ITEMS.

HARDGOODS MAY BE RETURNED WITHIN 14 DAYS OF THE ORIGINAL PURCHASE DATE, PROVIDING THAT THE RETURN IS ACCOMPANIED BY A RECEIPT AND THE PRODUCT IS IN GOOD CONDITION.

ANY REFUNDS MADE WILL BE AS FOLLOWS: CASH FOR A CASH PURCHASE, CREDIT CARD PURCHASES REFUNDED TO THE ORIGINAL CARD, OR IF A CHECK WAS WRITTEN, STORE CREDIT (GIFT CARD) WILL BE THE FORM OF REFUND. ALL REFUNDS REQUIRE AN ORIGINAL SALES RECEIPT.

THIS POLICY IS EFFECTIVE AS OF APRIL 16, 2020 AND REPLACES ANY PREVIOUS POLICY.