

# Phelan Gardens Warranty & Return Policy



Landscape plants can be returned within two weeks of their purchase date for a full refund **IF** they are in the same condition as they were when they were purchased. Landscape plants are defined as woody shrubs, trees and herbaceous vines and perennials. These plants are warranted for one year from the date of purchase and will be replaced by **store credit at 50% of the purchase price**. Dead plants must be returned to Phelan's for evaluation to help ensure future replacement success. If plants are installed by Phelan Gardens contractors, they are warranted for one year from the date of purchase and will be replaced by store credit at 100% of the purchase price, excluding installation or delivery fees. Landscape plants purchased in dormancy in Spring or Fall are 100% guaranteed to leaf out. **Trees, shrubs, and herbaceous perennials planted in containers are not eligible for warranty.**

Houseplants, Annuals, Herbs, and Vegetables may be returned for a full refund store credit **within one week of purchase** – in the same condition as they left the greenhouse – with receipt or proof of purchase as recorded in our POS. Once these plants leave our store, we have no control over their care. Altered plants and damaged plants from over/under watering, cold exposure, or other environmental stress will not be accepted for returns. Plants that have had cuttings or divisions removed cannot be returned.

If your plant is experiencing declining health, **please contact us immediately** so we have an opportunity to assist with any potential problems to secure your plant's longevity. Failure to notify Phelan Gardens of a plant's declining health in a timely manner may void the warranty. For the fastest response, please send pictures of your ailing plant to our team at [warranty@phelanguardens.com](mailto:warranty@phelanguardens.com). Feel free to call us with any questions or concerns at **(719) 574-8058**.

Pottery, chemicals, soils, and gift items can be returned for a full refund store credit if returned in the same condition as purchased and **within 30 days**. Customers must have receipt or proof of purchase as recorded in our Grow Bucks loyalty program. We cannot accept returns on opened bags of soil and amendments, or opened chemicals. All sales of cut fabrics (hail cloth, landscape fabric, row cover, poly plastic, etc.), all sales of food items (peaches, jams, jellies, syrups, honey, etc), and all sales of seed crops (potatoes, asparagus, onions, garlic, etc.) are final.

***All warranties are one-time credits. All returns and warranties require a receipt or proof of purchase as recorded in our POS. All warranties are void of neglect, improper irrigation, misuse of pesticides or fertilizers, inclement weather, and wildlife damage. Excessive loss may void warranty. Plants sold at a discount and perennials (trees, shrubs, and herbaceous perennials) planted in containers are not eligible for warranty. Phelan Gardens will request that you bring in the plant (sample or whole) to fulfill warranty.***