

## **Berns Garden Center Return Policy**

Berns Garden Center is 100% committed to partnering with you to achieve your garden and landscaping needs.

If you're not completely satisfied with your Berns purchase, simply return the merchandise to any of our Berns retail locations. Locations listed on our website.

All New, unused merchandise can be refunded or exchanged with receipt within the product time limit exceptions of the original purchase date. **Please see the Policy Exceptions below.** Name, phone number, may be required to return any and all items at Berns Garden Center.

**Returns with valid proof of purchase will be exchanged in the original method of payment.** Returns made with a gift card or in-store credit will be refunded as an in-store credit. Without a valid receipt at Berns discretion an in-store credit may be issued at the items current selling price.

Berns reserves the right to refuse and limit the number of returns permitted without a valid receipt. Name and phone number will be required for all lost receipt returns.

**Policy Exceptions** -the following items below must be returned in original sellable condition the original receipt. (With the exclusion of a dead plant return)

**Plants**- Including Annuals, Perennials, Vegetables and Houseplants must be returned within 7 days of purchasing the product and may require a supervisor's approval. We cannot be responsible for plant damage or death beyond improper care or extreme weather conditions. We will do our best to help our customers have gardening success.

**Statuary, Pottery and Giftware Items**- must be returned within 7 days of purchasing the product and may require a supervisor's approval.

**Tree and Shrub Returns**- For tree and shrub returns a piece of the plant or the whole plant must return. All Tree and Shrub returns must be authorized by a Nursery Supervisor or a Nursery Team Leader. Refer to the Nursery Guarantee given at the time of product purchase. Nursery returns should be directly returned to the nursery dept. Nursery credits will be given on a store credit gift card.

**Sale or Clearance Items**- Items that are at a discount of 50% or more are not returnable.

Gift Cards are non-refundable. All gift cards are tracked by the name of the person receiving the gift card. If your gift card is lost or stolen a new gift card can be reissued. Identification will be required. Gift cards may require Supervisor approval.