



## CUSTOMER SATISFACTION POLICY

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**We strive to provide excellent customer service and vibrant, healthy plants.**

**We want our customers to be happy and we are willing to work with you, should a concern arise with any product purchased or service provided.**

**Due to the perishable nature of plants, variable growing conditions and circumstances beyond our control, there are occasions where it can be difficult to determine why one plant fails while another thrives; therefore we take each concern on a case by case basis.**

**In consideration of these variabilities our warranty does not cover extreme weather events or plants transported and planted outside of our local growing area.**

**Due to the regional differences in growing conditions our warranty covers the local Puget Sound area only and does not extend to Eastern & Central Washington or out of state.**

### **TREE & SHRUB WARRANTY**

**Should you notice health issues with your plant we ask that you reach out to us as soon as possible so that we can evaluate the situation and offer recommendations.**

**Due to the nature of our work we request that you please allow 3-5 business days for us to respond.**

**We stand behind our plants and we are happy to meet you half way on a replacement of your plant, offering a 50/50 split, should you experience a loss. If that particular tree or shrub is not available, we will exchange your plant for a similar one at half of the original price paid, within a year of your purchase date. If however, we experience the same loss or discover a crop issue that may have affected your purchase; we will replace it with the same or similar plant. *Please retain your receipt to receive credit for your purchase.***

***Please note, that all plants installed by professional gardeners & landscapers are not covered under this warranty.***

We will accept ball & burlapped plants returned in good health within 2 days of their purchase date. Potted plants, such as perennials, can be returned within 7 days of their purchase date if they are in good health.

A 20% restocking fee may apply to larger items, balled & burlapped plants or quantities returned.

All sales are final for wholesale and professional landscaping purchases.

#### **NONPERISHABLE ITEMS**

We will gladly accept the return of nonperishable items within 14 days of the original purchase date. *Please retain your receipt to receive credit for your purchase.*

#### **GARDEN GUIDANCE**

Should you have a question or concern about your plants, please email us at: [info@mcauliffesvalleynursery.com](mailto:info@mcauliffesvalleynursery.com) or call (360) 862-1323. Our knowledgeable and friendly staff will help you find the answers you need to help your garden grow.

#### **PLEASE NOTE:**

- *A 20% restocking fee may apply to larger items, balled & burlapped plants or quantities returned.*
- *Custom designed items are non-refundable.*
- *All sales are final on discounted items, plastic nursery pots and wholesale or professional landscaping purchases.*
- *No cash refunds will be issued, rather we are happy to offer store credit in the form of a gift certificate, or a refund to the original credit card used, or we can mail you a refund check.*