

Our Guarantee Policy

Material Planted by Platt Hill Nursery

Trees & Shrubs: 2yr/100% warranty for the purchase price in the form of store credit.

Roses & Perennials: 1yr/100% warranty for the purchase price in the form of a store credit.

Material Planted by The Customer

Trees & Shrubs: 1yr/50% warranty for the purchase price in the form of a store credit.

Roses & Perennials: 50% warranty for the purchase price in the form of a store credit through November 1st of the purchase year.

Annuals, Herbs, Vegetables, Tropicals & Houseplants: 50% warranty for the purchase price within 7 days of the original purchase date.

Guarantee is void if:

- Plants are not planted in the ground. Example: planted in above ground containers, not planted at all and left in original pots, etc.
- Plants are damaged due to misuse, neglect, animals, herbicides or acts of nature.

No Cash Refunds

Our Return Policy

Platt Hill Nursery gladly accepts returns with original paid receipt as follows:

- Plants are in their original condition within 7 days - subject to 20% restock charge.
- Fountains, Statues, Stone and Bagged Product in original condition within 14 days - subject to 20% restock charge.
- Custom Orders, Firewood, Sod, Bulk and Holiday Decoratives - all sales are final.
- All other merchandise in original condition and original packaging 100% refund within 30 days of original date of purchase.

Sorry we are unable to accept returns without original paid receipt.