

Deep Roots Garden Center & Florist Return Policy

Garden Center:

Plants: All plants may be returned within 72 hours from time of purchase. Plants must be in like new condition, properly watered, unbroken, never planted, and have any and all labeling intact. Any plant that has been removed from its original pot may not be returned. Any plant sold "as is" or on clearance may not be returned. Any plant that was delivered that needs to be picked up in order to facilitate a return will be subject to a pickup fee and 35% restocking fee. Other restrictions may apply.

We provide no guarantees as to the lifespan of your plants. These are living, breathing lifeforms that must receive proper care in order to thrive. Please consult with our nurserymen on the proper care and maintenance of your plant for best results. Selecting the right plant for the right spot is key to success.

We guarantee that plants are sold true to name, well rooted, and pest and disease free. Any pest or disease issue on the plant after 30 days is the responsibility of the customer. If any problem is noticed on the plant within 30 days please bring it to the attention of Deep Roots immediately so we may correct it. Any plant that is deemed to have an issue will be replaced with the same size and type of plant, or a store credit can be issued instead. Store credits are good for 90 days. We do not provide any refunds or credits for plants deemed to have been improperly maintained.

Hardgoods: Pesticides, fertilizers, tools, pottery etc. may be returned within 30 days. All products must be in like new condition, having been properly stored, with all price tags and labeling intact.

All returns must be accompanied by a receipt or proof of purchase.

Florist:

Due to the nature of fresh flowers we do not provide any returns or refunds on bouquets, arrangements, boutonnieres, corsages, or any other cut flowers.

If any abnormalities are suspected the customer must notify Deep Roots immediately with photos to show any problems. If there is a problem a store credit may be issued at the discretion of management.

Christmas:

We do not provide any refunds or credits on any Christmas items such as and not restricted to Christmas trees, poinsettias, wreaths, garland, ornaments, and greenery. We provide no guarantees on the lifespan of your tree.