



RETURNS POLICY

General Goods (Non-Perishable)

Our policy lasts **28 days**. If 28 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. If the item is faulty, please return it with your receipt within 12 months from the date of purchase. We will usually offer you a replacement or repair. This does not affect your statutory rights.

General Goods (Perishable)

Unless there is something wrong with the item, unfortunately, we can't offer a refund for any perishable items you change your mind about, after you have purchased it and have left the shop with it. Our returns policy is in accordance with statutory rights under the Consumer Contracts Regulations.

Plant Refund Policy

We are confident in the quality of our plants. Should you wish to return a plant/tree product, each case will be individually assessed and the outcome will be at the manager's discretion. Proof of purchase is essential along with the item you wish to discuss. This does not affect your statutory rights.

Terms of refund:

If you are entitled to a refund, we will refund you directly onto the card that was used to make the purchase. We cannot issue cash for an item paid by credit card.

Refunds for products purchased under a promotional offer will be based on the terms of the promotional price. Your statutory rights are not affected.

In the event of a refund, Loyalty Points received for the purchase of a refunded product will be returned from your Loyalty Card. Please present your Loyalty Card with your receipt.

The policy does not affect your statutory rights.

Approved: 6/4/23