

Retail Return Policy



Thank you for choosing Robillard's Garden Center for your purchase! We are here to assist you with all your landscaping and gardening dreams. We are proud to supply you with healthy plants and high quality gardening supplies, but we do ask that in making your purchase, you acknowledge and accept your role and responsibility for the items once they leave our care.

HARD GOOD MERCHANDISE (anything that isn't a plant) must be returned **with your original receipt** within **30** days of purchase and meet all requirements below to qualify for a refund. No exceptions.

- ✓ Must be in good, sellable condition
- ✓ Must include its original tags and packaging
- ✓ Must be unopened

Discounted hard goods, completed services, gift cards, special orders, and customized items are final sale and not eligible for a refund.

SEASONAL ITEMS, such as pumpkins, gourds, fresh-cut Christmas trees, wreaths, greens, winter arrangements, and berries are **final sale and not eligible for a refund**.

PLANTS, including houseplants, succulents, annuals, vegetables/herbs, perennials, and trees are **final sale and not eligible for a return or replacement**. Once the plant leaves our grounds, there are many important factors that we cannot control such as if the plant has been planted promptly and properly in the ground, if it was planted in an environment conducive to the plant's specific needs, and if it has been watered correctly and sufficiently. Due to these factors, we cannot guarantee our plants, but our team is still here to help diagnose and remedy the possible issue to increase your future success. Please reach out to us and we will provide you with information to help with caring for existing plants and when purchasing new ones.

If your item meets the requirements above, the refund will be credited to the original payment method (no exceptions, see details below).

-If you paid with a **credit card**, you will be credited the refund amount to the credit card used at the time of purchase.

-If you paid with **cash or check**, you will be eligible for a cash refund or, if you prefer, a store credit of the refund amount.

-If you paid with a **gift certificate**, your refund amount will be put on another gift certificate.

No receipt? Returns without a receipt will be at our discretion and on a case-by-case basis. Approved returns without a receipt will only be eligible for store credit, no cash, debit, or credit card return will be issued without your original receipt.