

Swarkestone Nursery & Garden Centre Returns and Refund Policy.

Please ensure you that you check your items carefully before you leave the centre, as some discrepancies cannot be rectified after you have left. We also recommend you keep your receipt, as you will need proof of purchase in the event of any after-sale queries.

Swarkestone Nursery & Garden Centre will insist upon proof of purchase for us to consider a request for refund or replacement product.

We are committed to selling high-quality products which we hope you will enjoy however there may be times you wish to have a product refunded or exchanged.

Items bought in our store can be returned to the store within 28 days with proof of purchase for a full refund, exchange or credit note if the items are unused, in their original undamaged packaging and are still in a fully resaleable condition. Refunds will be made to the same payment method you used. All "Sale" items must be returned within 14 days of the date on the proof of purchase. In the rare occasions items that are found to be faulty within 12 months of purchase we will endeavour to replace the items free of charge on a like for like basis where ever possible. We reserve the right to reject any claim if we consider the complaint to be unreasonable, unjustified, or of the customers negligence or making.

Swarkestone Nursery Hardy Plant 1 Year Guarantee

At Swarkestone Nursery & Garden Centre we are very proud of our plant quality that we guarantee all of our outdoor hardy plants for a period of 1 year, providing that they have received good care and our expert advice has been followed.

Our staff are more than happy to help with any gardening advice and if you have any problems with a plant that you have recently bought you can get further advice by contacting us either in-store or by telephone on 01332 700800

Our plant guarantee does, unfortunately, exclude seasonal plants such as annual bedding plants or seedlings and also houseplants, flower bulbs and seeds.

Swarkestone Nursery & Garden Centre guarantees the free replacement or credit of any container-grown hardy plant which dies, providing it has received good care, has the garden centre label and is presented for examination, with proof of purchase, within 1 year of purchase. We cannot be held accountable for plants that die due to unseasonal weather conditions, such as extreme frost and snow, or very high temperatures or where expert advice has not been followed.

Should you need to, seasonal plants and houseplants that do not fall under our 1-year hardy plant guarantee are to be returned within 7 workings days with proof of purchase and appropriate labels attached and in re-saleable condition. Plants are 'Perishable Goods' and your rights as a Consumer do not fully apply, hence the 7-day period for return of such plants.

NB. Plants used in landscaping work for a third party are not covered by this guarantee. Your statutory rights are not affected in any way by this guarantee

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