

## **Prairie Gardens Policy on Returns**

### ***Changed your mind and want to return the order?***

From time to time – it happens. You need to change your mind on your purchase. To return an item you have changed your mind about, you will need to contact the Prairie Gardens team to ask for a Return Tree Authorization. Once you email our customer service team, we will send you a Return Tree Authorization (RTA) for you to send the product back to us. We do not pay return postage for items that you have changed your mind on and want to return.

### **Please Note, to Receive Credit for the Trees, Shrubs or Plant Material Ordered and Shipped online:**

- Returned items must be in resalable condition & in the original package / pot.
- Bio-security: Due to our biosecurity we are unable to accept trees back from customers if they have been planted/potted on. Please do not plant trees that you no longer want; we are unable to replace or refund specimens that have been planted/potted on.
- Any item that is not in resalable condition will be scrapped & no credit will be issued.
- Shipping and handling charges are non-refundable.
- Your refund will be issued in the same form of payment as your original purchase.
- Item must be received back within two weeks of customer receiving the RTA.
- Please allow 7-10 days for processing your credit once your return shipment is received.
- Please contact us as detailed above within 24 hours (for plants) from receipt of your items.
- We advise that you water the plant daily and stand it somewhere cool and safe until you can return it.
- Do not return your items until your request for a return/replacement/refund has been agreed.
- All of our plant products are living and therefore perishable; the longer they are left in the box, the more likely they will become unsalable, reducing the amount we are liable to refund.
- Deductions may be made for signs of lack of due care (plants have dried out or dead leaves, white shoots from spending too much time in a box in the dark).
- Please note that if the tree is ordered by a customer in error, or quantities over ordered, or you wish for item(s) to be returned for a refund, in this instance the customer will be liable for a further delivery charge to cover the cost of the return, plus a 25% restocking fee. We will not entertain customers purchasing multiple items in order to choose between them and return items for a refund.

### **How to return your tree.**

1. Water the tree and ensure the pot is still in the plastic pot and plastic bag it was shipped in to prevent leakage.
2. Package up your tree so that it is returned in re-salable condition.
3. Bring your parcel to a post office.
4. Select expedited post service to ship your parcel.
5. Pay the clerk for your shipping label.
6. Stick the label on the parcel and give it to the post office clerk.
7. Ask for a receipt, to prove that you sent the package.
8. Email Prairie Gardens team with the postage receipt and tracking number so we can track its whereabouts and know when to expect it back. [office@prairiegardens.org](mailto:office@prairiegardens.org)