

Warranty & Returns

ROBSON SALES YARD & PRODUCTION

656 Robson Road
Waterdown, Ontario
L8B 1H1

Tel: (905) 689-7433
Or Toll Free:
1-888-7PLANTS

TRENTON

956A Old Highway #2
Trenton, Ontario
K8V 5P5

Tel: (613) 392-0402

Thank you for your business. The success of nursery stock depends on conditions beyond our control. We, therefore, encourage you to seek our advice should your plant be struggling, before considering a return. Our expert horticultural staff will recommend the best planting procedure, location, and continued plant care for your gardening success.

Conditions of Warranty:

We warranty all nursery stock that dies for a period of three (3) years. Upon the return of dead plant material and presentation of the receipt, you will be issued a one-time-only credit note for the original amount the plant was purchased for. This credit note can be applied to any regular priced item. Plant material purchased with the issued credit note will not be covered under warranty. We will not be held responsible for any amount greater than the original purchase price.

Exceptions to the Warranty:

- ◆ Annuals, houseplants, water plants, and tropical patio plants are not warranted
- ◆ Perennials, grasses, and groundcovers have a seasonal warranty. A seasonal warranty is the time of purchase until the end of the calendar year
- ◆ Nursery stock with an (N) on the price tag have a seasonal warranty as they are considered specialty or "specimen" plants, and require specific care
- ◆ Trees that are sold in a wire basket (WB) and/or have a caliper size of 45mm or larger are not warranted unless planted by Connon Nurseries, upon which they will have a three year warranty
- ◆ Nursery stock with an (N) that is planted by Connon Nurseries is warranted for one year
- ◆ We will not be held responsible for animal damage, acts of nature, chemical, or fertilizer misuse.
- ◆ Nursery stock purchased through an approved trade account, our Grower Direct Membership Program, and any discounted item, does not receive a warranty

Returns or Exchanges:

- ◆ Live plant material must be returned or exchanged within 48 hours of purchase, and must be in their original good health. In no circumstance will an exchange or return be approved if plant material has been previously planted.
- ◆ Supporting products must be returned or exchanged within 7 calendar days for a full refund. After this time, a store credit will be issued if approved by the manager.
- ◆ All Grow Dollars associated with a sale must be returned before any refund or credit can be issued.

Items to be Tagged & Held for Pickup: Product may be placed on hold for future pickup. However, product must be paid in full, and picked up within 7 calendar days.

