



## **Return & Refund Policy**

Thanks for shopping at Toftwood Garden Centre

If you are not entirely satisfied with your purchase, we're here to help.

### **Returns**

You have 28 calendar days to return an item from the date you Purchased it.

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item needs to have the receipt or proof of purchase.

Certain products such as Annual Plants, Bareroot, seeds, Vegetable plants, bedding plants and other perishable items are exempt for any type of return. After the plants are purchased, we are not responsible for their wellbeing. Any sign of neglect or disease you will not be eligible for any return.

All sale items are exempt from returns.

### **Refunds & Exchanges**

Once we receive your item, we will inspect it to let you know if you are eligible for the return. If your return is approved, we will refund you with credit note or a product swap. This will only happen if all the criteria above are met. It's your responsibility to check your items before your purchase.