



The Plant Kingdom

Garden Center & Consulting Services

Retail Plant Guarantee

“if something goes wrong”

Thank you for choosing The Plant Kingdom for your new plant purchase. We are proud to supply the healthiest plants available and assist you in the success of your landscape, garden, or indoor growing environment. We do ask that by purchasing your new plants, you acknowledge and accept your role and responsibility for the potential success or failure of the plants.

If you believe there is an issue with your plant, you must contact us immediately and provide the original receipt/proof of purchase. Do not wait until it is dead to contact us. Allowing the plant to die or reach an advance state of decline before notification voids the guarantee. Do not dig up or move the plant until you have communicated with a Plant Kingdom Manager who has evaluated the situation. Digging up or moving the plant before you have contacted us will void the guarantee. If a plant qualifies under our guarantee, we will replace the plant one time. No cash or credit refunds will be given. Replacement plants are not guaranteed.

Houseplants, cacti, and succulents are guaranteed for 30 days from the date of purchase if they have been promptly placed in an environment with sufficient natural light according to the specific plant's needs. The plants must also have been watered correctly and sufficiently and not allowed to stand in water during the guarantee period to be eligible for a replacement.

Plants considered to be fully winter hardy in Louisville/Jefferson County, Kentucky are guaranteed for 30 days from the date of purchase if they have been planted promptly and properly in the ground. The plants must also have been watered correctly and sufficiently during the guarantee period to be eligible for a replacement.

We do not guarantee and therefore will not replace seasonal tropical plants, bonsai, annual/bedding plants, garden mums, herbs, vegetable plants, bulbs, pumpkins, and hardy plants left in the original containers or planted in decorative containers, and plants that are on sale or discounted. Holiday items such as cut trees, wreaths, greens, garlands, etc. are not guaranteed. We also do not guarantee plants placed or planted in locations that are not recommended by our sales team.

Only dead plants qualify for our replacement guarantee. Leaf drop, wilting, disease, the presence of insects, or other forms of possible decline do not qualify the plant as dead, but our team is here to help diagnose and correct these plant issues. We reserve the right to void the guarantee if we deem that the plant has been neglected or damaged while out of our care. Plants damaged or killed by human or animal injury, acts of nature, or improper use of chemicals or treatments are not guaranteed.

If you have followed all appropriate steps and recommendations from a Plant Kingdom Manager and we have confirmed that your plant is dead, you must then return the dead plant in order to receive a replacement plant. In the event the exact plant or original size is not immediately available, we will place an order for the replacement plant or a similar plant maybe substituted at the managers discretion.

The most common reasons for plant decline or failure within 30 days are:

Improper care and watering

Improper planting

Improper planting time/season for the species

Improper site placement (including light conditions and temperature)

Unusual or extreme weather conditions

For expert information on watering, site placement, proper planting, maintenance, and fertilization, visit our website, plantkingdom.net, or stop by our store and speak with one of our professional team members.

**This guarantee policy applies to retail nursery stock purchases only. To see our Retail Return Policy, visit our website, plantkingdom.net, or ask a team member for a printed copy. Hard goods, such as fertilizers, chemicals, repellents, tools, containers, fountains, etc., are not guaranteed by The Plant Kingdom. All concerns and questions about a manufacturer's guarantee should be directed to the manufacturer.*