



## **RETURN POLICY – PLANTS**

### **Return Policy for Live Plants and Agricultural Products from Ben Hill Griffin Nursery and Greenhouse, excluding Citrus Trees (see below for Citrus Tree Return Policy)**

At Ben Hill Griffin Nursery and Greenhouse, we strive to provide you with the healthiest and highest quality live plants. However, we understand that sometimes things don't go as planned. **We consider all returns by a "case by case" system.** Please review our return policy below for those returns that are approved:

#### **Eligibility for Returns:**

1. **Time Frame:** Returns must be requested within 7 days of receiving your order.
2. **Condition:** Plants must be returned in their original condition. We cannot accept returns for plants that have been damaged due to improper care or handling.
3. **Proof of Purchase:** A receipt or proof of purchase is required for all returns.

#### **Non-Returnable Items:**

- Plants that have been repotted or altered in any way.
- Plants that show signs of neglect or improper care.

#### **Return Process:**

1. **Contact Us:** Email our customer service team at [MDeJonge@bhgriffin.com](mailto:MDeJonge@bhgriffin.com) with your order number, photos of the plant, picture of the item, and a brief description of the issue.
2. **Approval:** Once your return request is approved, we will provide you either with a return shipping label or if local; pick up the item.
3. **Shipping:** Carefully package the plant in its original packaging and attach the provided shipping label. Drop it off at your nearest shipping location.

#### **Refunds:**

- Once we receive and inspect the returned plant, we will notify you of the approval or rejection of your refund.
- Approved refunds will be processed within 7-10 business days and will be applied to your original method of payment.

#### **Exchanges:**

- If you prefer an exchange, please specify this in your return request email. Exchanges are subject to availability.

#### **Damaged or Incorrect Items:**

If you receive a damaged or incorrect plant, please contact us within 48 hours of delivery. We will arrange for a replacement or refund as quickly as possible.

- **Contact Information:** For any questions or concerns regarding your return, please contact our customer service team at [MDeJonge@bhgriffin.com](mailto:MDeJonge@bhgriffin.com) or 863-635-2251.



## **RETURN POLICY – CITRUS TREES ONLY**

### **Return Policy for Citrus Trees from Ben Hill Griffin Nursery and Greenhouse, including Lemon Bushes /Trees, Lime Bushes/Trees, Grapefruit Trees, Tangerine Trees and all Orange Trees.**

At Ben Hill Griffin Nursery and Greenhouse, we strive to provide you with the healthiest and highest quality citrus products. However, we understand that sometimes things don't go as planned. **We consider all returns by a "case by case" system.** Please review our return policy below for those returns that are approved:

#### **Eligibility for Returns:**

- 1. Time Frame:** Return requests must be requested within 7 days of receiving your order.
- 2. Condition:** Citrus Bushes/Trees must be photographed immediately if you are dissatisfied. We cannot accept physical returns for bushes/trees that have been damaged due to improper care or handling. **We do not accept any citrus products back into the nursery once they leave.** Never leave a product for return at a BHG location without permission.
- 3. Proof of Purchase:** A receipt or proof of purchase is required for all returns.

#### **Non-Returnable Items:**

- Bushes/Trees that have been repotted or altered in any way.
- Bushes/Trees that show signs of neglect or improper care.

#### **Return Process:**

**1.Contact Us:** Email our customer service team at [MDeJonge@bhgriffin.com](mailto:MDeJonge@bhgriffin.com) with your order number, photos of the product, picture of the specific concerned area, and a brief description of the issue.

**2. Approval:** Once your return request is approved, we will provide you with further directions on what to do with the Citrus product.

#### **Refunds:**

- Once we receive and inspect the photographs, we will notify you of the approval or rejection of your refund request.
- Approved refunds will be processed within 7-10 business days and will be applied to your original method of payment.

#### **Exchanges:**

- If you prefer an exchange, please specify this in your return request email. Exchanges are subject to availability.

**Damaged or Incorrect Items:**

If you receive a damaged or incorrect product, please contact us within 48 hours of delivery. We will arrange for a replacement or refund as quickly as possible.

- **Contact Information:** For any questions or concerns regarding your return, please contact our customer service team at [MDeJonge@bhgriffin.com](mailto:MDeJonge@bhgriffin.com) or 863-635-2251.