

**Returns Form**

**Please read the conditions of the 5 year guarantee and our Returns Policy on page two and include this Returns Form with your return parcel of goods in order for us to efficiently deal with your request.**

**Your Details:**

Full Name.....

Order Number.....

Full Address.....

.....

Postcode.....

Phone Number.....

**Plant(s) being returned:**

Product Code:..... Product Name.....

Product Code:..... Product Name.....

Product Code:..... Product Name.....

Product Code:..... Product Name.....

Product Code:..... Product Name.....

**Reason for return (please tick relevant box)**

Returning within 14 days of delivery for refund

Returning within 14 days for exchange (please specify plants)

Returning under 5 year guarantee for replacement

Unwanted gift

Other (please specify)

.....  
.....

**If you have had your goods for over 14 days and are making a return under our 5 year guarantee you must complete this section.**

Gardening Express stand by the plants sold, and will always help our customers and replace any plant that does not grow at our expense if you do not succeed with our stock. We do however charge for the shipping costs of replacements sent at the rate of £4.99 per item. Please complete your card details below, and sign to authorise us debiting this account for the relevant shipping rate for your free of charge replacement(s):

Card Number \_ \_ \_ \_ \_ Valid From \_\_\_ / \_\_\_ Expiry Date \_\_\_ / \_\_\_ Security Code \_\_\_\_\_

I confirm that the card details provided belong to me and that it is registered at the address above. I authorise Gardening Express Ltd to debit the above card as appropriate to cover the reasonable costs of carriage as outlined for my free of charge replacements that I will not be charged for in any way.

Signed:.....

Print Name:..... Date:.....

**5 Year Guarantee (items you have had for over 14 days and under 5 years)**

**Quality plants - Guaranteed**

Here at Gardening Express your satisfaction with the plants you have purchased is very important to us - our staff are specifically trained to select the very best for your order. We therefore guarantee all hardy nursery stock (Product codes prefixed with the single letters T, P, B or S) for FIVE YEARS.

If any of these plants should fail to establish within this period we will replace them free of charge, provided they have been looked after correctly. Simply return the complete form above and the plant within 5 years, along with the original proof of purchase and plant label to:

Gardening Express RETURNS  
Mashbury Road  
Chelmsford,  
Essex.  
CM1 4UA

**Conditions of this Guarantee:**

No replacement can be provided unless you produce your proof of purchase and plant label.

The Guarantee is subject to the customer following the planting and care instructions supplied with the plant.

We will replace the plant free of charge, but the carriage will be charged at our standard rate for each replacement required. For large/oversized palletised shipments, shipping will be charged at cost.

Extreme climatic conditions may invalidate this guarantee. (e.g. extreme weather events such as drought, flood, hard winters)

**Returns Policy (items you've had for under 14 days)**

**Return for a Refund or to Exchange an item**

If you are not completely satisfied with your purchase, simply return the item or items to us in their original condition within 14 days of receipt. We will issue a full refund on receipt, or exchange the item for another if preferred.

Some products are non-returnable as they have a limited shelf life. These products are clearly marked with a '+' next to the product name.

The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

We are able to accept delivery for these Monday - Friday excluding public holidays.

Please note, as a busy commercial nursery, we are unable to accommodate any callers on site for returns/exchanges, our set-up prohibits this from being a safe and practical option.

Please note that due to the nature of our products - plants, pot sizes and dimensions may vary between seasons - so do not be alarmed if your trees have no leaves in winter, your roses have been pruned or topiary freshly clipped, or if your plants arrive in different sized containers at different times of the year. If you have any questions, do not hesitate to contact us, you may also like to check over our FAQ's which answer many commonly asked questions.

Please include the page above with your return, detailing why you are returning the goods and your order number, and send this along with the original invoice and parcel of goods to:

Gardening Express RETURNS  
Mashbury Road  
Chelmsford,  
Essex.  
CM1 4UA