



Warranty, Guarantees & Return Policies (Updated June 2023)

We guarantee all our plants to be true to name and in good condition upon leaving our Garden Centre.

- **Trees, Shrubs & Evergreens** are guaranteed for one (1) year from the date of purchase.
- **Perennials & Roses** are guaranteed for the growing season in the year purchased – they are NOT guaranteed over winter.

If your plant dies during the guarantee period, we will issue a credit for the full amount paid.

The **original cash register receipt & the dead plant** MUST be presented in order to honour the guarantee.

Guarantee Limitations

The following are NOT guaranteed:

- Annuals, vegetable plants, cut flowers, potted flowers, tropicals, and houseplants.
- Any nursery stock planted in above-ground containers.
- Plants discounted at 30% off or more.

The guarantee does NOT apply if the death of the plant is attributed to an incurable disease or pest, or when damage to the plant was caused by the act of a person, animal, or vandalism.

The guarantee is valid for first-time plant failure only. The guarantee is null & void if plants are not planted within seven (7) days of leaving the store premises.

Boutique & Hard Goods

All purchases are eligible for a refund if brought back to the store in its original condition, with tags attached, and with the original cash register receipt within seven (7) days of purchase. Some exceptions apply – such as items discounted at 50% off or more are final sale.

Outdoor Living – Appliances, Furniture, Etc.

All sales are final for any furniture sets, umbrellas, outdoor cooking appliances, and firepits.

Have questions? Please reach out to your nearest Fora Outdoor Living location for more information.

ANCASTER 905-648-2200 | **NORWICH** 519-468-2100 | **EMAIL** – info@foraoutdoor.com