

Our Plant



60 days- All non-clearance plants guaranteed for 60 days to the retail consumer.

Advantage Club Members:

90 days- All plants are guaranteed for 90 days for Advantage Club members.

2 years- Hardy trees & shrubs are guaranteed for 2 years for Advantage Club Members.

Hassle Free Returns: -Just bring in the dead plant and your receipt for a gift card or refund equal to the amount paid. Give us a call if you have any questions or concerns. Our goal is always to make things right and delight you in the process.

See back for complete details

More detail:

All of our plants are guaranteed to the original retail customer for 60 days from date of purchase unless noted otherwise on the receipt. Original receipt is required. For members of our Garden Advantage Club the guarantee is extended to 90 days on perennials, annuals, roses, house plants, and 'Adventure Plants', and 2 years on hardy trees and shrubs as long as the sale is entered using the customer's Advantage Club account number. No warranty to wholesale and landscaper accounts.

Trees & shrubs planted in the customer's yard by Town & Country Gardens will be guaranteed as outlined above and in the event of failure will be replanted by us during the guarantee period at no charge.

Return Procedure:

Should you need to return an item for credit, just bring the dead item into Town & Country Gardens with your original receipt. (Garden Advantage Club member's receipts are kept on file in our computer system.)

Should a plant die within the guarantee period, we will issue a gift card for 100% of the original purchase price. Only one replacement will be made. Plants taken as replacements carry no guarantee. No cash refunds without receipt.

We request patience on certain deciduous plants in the spring. Some plants are very slow in leafing out. If you scratch the bark and it is soft and bright green underneath, the chances are very good that it will leaf out and thrive. Do not dig a plant out of the ground if you are not certain that it is dead. Please contact us if you have questions.

This guarantee supersedes all previous and is subject to change without notice.

Jan. 3, 2014.

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