

Warranty and Return Policy

Van Atta's stands behind everything we sell.

Returns must include material plus cash register receipt.

- **Trees and Shrub:** 1 year or June 1st of the following year. Excludes rhododendron, azaleas, pieris, roses, and butterfly bush.
- **Perennials:** November 30th of the purchase year
- **Annuals:** No warranty
- **House Plants:** 30 days from date of purchase
- **Hardgoods:** 30 days from date of purchase
- **Holiday Merchandise:** Dec 10th of the purchase year
- **Planting fees:** include a onetime replacement if an installed plant is warrantied. Replacement must be of equal or lesser value.

Return Policy:

- Re-saleable merchandise (including plant material returned unplanted in the original container) is eligible for a refund. Refunds are made using original payment method. Cash and Check returns may require a check to be mailed.
- Non-saleable merchandise will be issued a store credit.
- Plant warranty does not imply plant replacement; credit covers amount paid.
- Special Orders may not be returned.

Exclusions:

- Dead trees, shrubs, and perennials that have not been planted in the ground are non-refundable.
- Damage from weather (acts of God), insects, wildlife, pest, disease, or machinery are non-refundable.
- Labor, delivery, and clearance items are non-refundable.
- Warranty does not apply to wholesale accounts.

If you have a plant that is struggling, please contact us before returning. Many times, there is a simple remedy for the problem.