

Hooper's Return Policy

Hooper's allows a 30 day return or exchange on regularly priced hard good non-plant items. Returned items **must** have a register receipt. Items returned after 30 days or items without a register receipt will be given a **Store Credit**.

Non-plant purchases that prove to be defective **after customer use** need to be brought to the manufacturers attention for guarantee or replacement. This is especially true for any electrical products (Grow Bulbs, Ballasts, Water Pumps etc.)

There are **NO** returns for Bulbs, Seeds and Seed-Veggie Starts (Potato, Onions, Garlic, etc.)

For items returned that were paid for by check, there is a seven day waiting period, however an "in-store credit" or a "check sent in the mail" for the amount of the refund is available.

For some returns, Hooper's Garden Center reserves the right to issue a check for the returned merchandise.

Any and all Special Orders do not qualify for a return unless there is a defect in the product or the plant.

A 25% restocking fee may apply to any returned purchases made at Hooper's Garden Center

Receipt

Hooper's Garden Center



**Growing With and Serving Montana
Since 1973**

Annuals * Bird Food & Supplies * Bulbs *
Fertilizer * Fruits & Berries * Full Service
Garden Center * Garden Gifts * Herbicide *
Landscaping Supplies * Perennials * Roses
* Shrubs * Seeds * Soils & Bark * Trees *
Vegetables * Vines

*** Local Montana Family Owned ***
*Providing Unsurpassed Quality,
Knowledge, Selection and
Experience along with unequalled
Old Fashioned Service*

Come see why generations of
Montanan's trust and call Hooper's their
"Home For Gardening"

2205 MT Highway 35 East
Kalispell MT 59901
hoopersgarden.com

Hooper's Garden Center Plant Guarantee & Return Policy



Since 1973 Hooper's Garden Center has been helping homeowners and landscape contractors alike, by providing the highest quality plants and information to make their gardening projects rewarding and successful. At Hooper's we understand the time, energy, money and love that goes into growing plants. Because of this, Hooper's plants are grown and selected for our unique NW Montana climate, ensuring quality northern hardy plants with your purchase. Hooper's also provides helpful, knowledgeable, and experienced employees to assist you with determining the correct plant for your specific needs.

As part of our continued commitment to plant quality and hardiness, Hooper's offers an extensive Plant Guarantee and Return Policy so you may be confident in your purchase.

Hooper's Plant Guarantee

To honor Hooper's Plant Guarantee Policy, we require the "proof of purchase". Proof of purchase includes a register receipt and the plant material. Hooper's will provide a one time replacement of plant material for Retail purchases, according to the following parameters:

Trees: One year from date of purchase*

Shrubs: One year from date of purchase - Remember that some shrubs are slower to break dormancy in the spring. Hydrangea replacements begin June 1st to allow for late dormancy.*

Vines: Hardy vines one year from date of purchase.* **Clematis** excluded from Guarantee.

Roses: *Hybrid Tea, Floribunda, Tree and Grandiflora Roses* are warranted through the first frost of the current growing season when the plant was purchased-Not warranted over winter.

Shrub roses: One year warranty from date of purchase. Spring replacements begin June 1st to allow for late dormancy.*

Berries: One year warranty from date of purchase for *woody plants*. *Non-Woody Plants* (i.e. strawberries) are warranted through the first frost of the current growing season when the plant was purchased-Not warranted over winter.*

Perennials: are warranted through the first frost of the current growing season when the plant was purchased-Not warranted over winter.

Annuals: Hooper's will warranty all Annuals and Houseplants under normal conditions. Please see Special Conditions for Limitations.

* **Zone 2, 3 and 4** plants qualify for Plant Guarantee. **Zone 5** plants are warranted through the first frost of current growing season when plant was purchased-NOT warranted over winter.

Unplanted Plant Material Returns:

Due to the delicate nature of plants, Hooper's has a limited return policy on plants. Plants purchased at Hooper's can be returned for store credit or exchanged within 72 hours of purchase if **not removed** from their original container. A receipt is needed along with the plant in the same condition that it was when purchased. Plants wintered over in containers are **NOT** guaranteed or returnable.

Please refer to the *Special Conditions* for any limitations that are **NOT** covered by our Plant Guarantee.



Special Conditions for Plant Guarantee & Returns

Plants are perishable items, needing watering and care. Plants damaged from animal/equipment/rodent, frost, snow, wind or other damaging/unique weather conditions are not covered by the Hooper's Return Policy and Plant Guarantee. Both planted and unplanted plant material that are damaged from lack of proper care may not be covered by Hooper's Return Policy and Plant Guarantee.

Plant failure occurs over a long period of time. Plants that show immediate or quick demise symptoms typically indicate a problem with the care of the plant, NOT with the plant itself.

Plant failure due to improper watering (including automatic irrigation systems) may not be covered under Hooper's Plant Guarantee.

Please follow our planting and watering instructions carefully, and pay close attention to how your plant is accepting its new environment. Consult our staff for any questions regarding your plants specific care or watering needs especially if you feel your plant is not thriving. Most problems are easily and quickly remedied, avoiding time consuming replacement.

Gift Cards, Bulk items and Beneficial Insects are Non-Returnable

There are no adjustments on Sale Prices and All Clearance Sales are Final. Sorry, no adjustments.