

OUR RETURN POLICY

HARD GOODS (non-plant/non-organic materials)

For items that are non-perishable such as pottery, tools, decor, etc., we we are happy to accept return for a full refund if unused within 30 days and with proof of purchase (printed receipt or if they're in our rewards program we can find it there).

BAGGED GOODS/FERTILIZERS/PESTICIDES

If unopened we are happy to accept return for a full refund if unused within 30 days and with proof of purchase (printed receipt or if they're in our rewards program we can find it there).

PLANTS: INDOOR OR OUTDOOR

Plants are only accepted for return or exchange when plausible intrinsic fault can be found with the plant itself. If you change your mind, we cannot take the plant back. If a plant you've purchased from us begins to struggle or fail, please contact us immediately. We are fair however Mother Nature isn't (particularly in Chicago). We would rather work with you to bring the plant back to health/identify an alternative plant for the environment you have for it rather than replace a plant with the same thing that may die again and again. Success and sustainability are our number one goals here!!!

Unfortunately we are not Home Depot and cannot accept refunds or exchanges on plants without photos and an in-depth discussion.