



## RETAIL LIMITED WARRANTY

Thank you for your purchase of plants from Above & Beyond. **Please remember that plants are living entities and need care as such.** Success with your new plant is tied directly to the amount of care it is given. Above & Beyond has been in business since 1999 and has been very successful because we are honest and fair in our assessments on guarantee claims. Please call us with any questions you may have about plant care.

Above & Beyond guarantees plants as follows:

If planted by our professional landscape department, purchaser or others:

- One (1) year guarantee for one (1) full replacement only.\*
- Replacements not guaranteed.

**EXCEPTIONS** to the warranty (plants not guaranteed) are annuals, mums (& any other plants designated not winter hardy at the time of purchase), plants not planted in the ground, and clearance plants (plants discounted 40% or more).

PERENNIALS are only guaranteed to last the season (Ending October 15th). This includes ornamental grass, rose, butterfly bush, peony, and caryopteris.

NO CASH REFUNDS will be given on plants that fail. A credit will be issued when a replacement is not possible or desired.

### **YOUR GUARANTEE IS VOID IF:**

- Payment is not made in full within the terms of the original agreement.
- Purchaser has not notified Above & Beyond of unusual or abnormal conditions of growth (e.g., no leaves, leaves dropping, bark cracks, insects, etc.).
- Plants die due to gross negligence e.g., failure to water regularly-more often during warmer temperatures (refer to Care Instructions for more information), failure to fertilize every two weeks during summer months, physical damage from mowers, trimmers, cars, etc.
- Plants are damaged or killed due to acts of nature such as lightning, tornadoes, drought, abnormal frost, ice storms and/or floods, etc.
- Plants are killed due to human or wildlife/animal damage.

GUARANTEE IS NOT TRANSFERABLE AND DOES NOT COVER FURTHER CARE OR MAINTENANCE OF THE PLANT. CUSTOMER MUST HAVE ORIGINAL INVOICE FOR REPLACEMENTS OR CREDIT.