

Kerby's Return Policy

If you purchased too many or just changed your mind, you can bring most plants and product back in sellable condition within 30 days of purchase. Just bring back the items along with your original receipt. Refunds will be made in the same manner of payment. Refunds of cash over \$50 will be refunded by business check in 5 to 7 business days.

Kerby's Plant Warranty

We believe in your success and want to make sure that each plant that you purchase from us thrives. We do realize that even under ideal conditions, some plants just don't make it. Because we've been there too, we offer the following plant warranties:

Trees, Shrubs, and Perennials - 12 months from purchase date

Houseplants - 30 days from purchase date

Annuals - 90 days from purchase date

If within those time frames, one of your plants isn't thriving, we'll get you a replacement plant or store credit (up to the purchase price of the original plant). If you are a part of The Kerby's Community, then your receipt should be in our system, so all you need to do is either bring the plant back to us (this helps if you want a diagnosis) or bring detailed pictures on your phone that identify the plant. You can also e-mail pictures to question@kerbysnursery.com. If you are not part of The Kerby's Community, please bring your original receipt and the plant with you to take advantage of the warranty.

We Believe That You Have a Green Thumb

Before you have a problem with a plant, remember we are always here to give advice and it's free! Bring a picture or a sample of the plant that isn't growing well, and we'll do everything we can to help you get the plant back into good health.

Warranty Limitations

While we want you to be successful, there are limits to our warranty. Certain plants are not covered including butterfly host plants (milkweed, passionflower, and pipevine), herbs and vegetables, as well as rare and exotic houseplants.

Our warranty does not guarantee against acts of nature, including but not limited to damage caused by hurricanes, floods, frost, freeze, wind, or drought.

Our warranty is for the time frame specified above. Kerby's Nursery is not responsible in any way for plants or products after the warranty period has passed.

Need a Receipt? If you are part of The Kerby's Community, be sure to give your name to the cashier each time that you check out and then we'll keep track of your receipts for you.