

Home Depot's warranty guarantees your plants to be true to type and in healthy condition.

Despite our utmost efforts to ensure your plants are delivered safe, alive and ready to bloom (if they aren't already blooming!), once your plants have left our nursery they are dependent upon the delivery service to arrive safely and then upon your own care for them to thrive.

Perfect Plants offers a five-day warrantee on all plants we ship. In order to take advantage of this warranty, should your plant(s) arrive damaged, you will need to submit a photo of the damaged plant(s) to us within five days of the plant's delivery. [Please use our Contact Us form](#) to send your notice or claims. We will make a note of your damaged plant(s), and if your plant(s) dies within 45 days of your notification and photo(s), we will offer you a 100% store credit on the purchase price of your plant(s).

If you do not notify us within the five-day period, we will extend a 50% store credit on the purchase price of your plant(s) up to 14 days after your shipment date. Note: Shedding, color-changing, or damaged leaves are not included in this warranty. Trees and shrubs by nature will occasionally shed leaves as their natural way of protecting themselves from unnatural heat, cold or lack of sunshine, which are all potential possibilities in the shipping process. Once you trim the yellow or dead leaves off of your tree or shrub, new foliage will soon begin to grow.

Please note that we prune our deciduous (meaning a tree or shrub that sheds its leaves annually) trees before shipping and they will typically arrive with little to no leaves, and at times, little to no branching. However, the tree should be properly branched out and full of leaves within two seasons. If your deciduous tree happens to be shipped while dormant in the winter or spring

season, and does not come out of its dormant state by April 30th, Home Depot will extend to you a 100% refund on the purchase price of our plant(s) outside of the five-day notification period.

Although we strive to offer you any and all resources within our means when it comes to properly taking care of your plants, we have yet to perfect a way to guarantee your own personal gardening skills, hungry animals, ordering plants outside of your recommended growing zones, human damage, weather damage, drought, insects, disease or poor soil conditions. Plants are living organisms and are susceptible to numerous different fates for reasons outside of our control.

Home Depot is built on loyal relationships with our customers, and to promise you unrealistic or impossible plant guarantees would sacrifice our integrity in those relationships. However, we do take great measures to ensure that our plants are sent to you safe, healthy, and viable so that they may thrive in your landscape's environment.