

OSBORNE NURSERY & MATERIALS

STORE POLICY

Due to the nature of natural products colors and surface irregularities may vary.

The product that we provide may not match our samples or displays exactly.

RETURNS:

All eligible products can be returned with original receipt and in good condition for STORE CREDIT ONLY. No refunds will be granted without a receipt, it is the customer's responsibility to provide proof of purchase. All returns are subject to a 25% restocking fee. Gift Cards are not refundable or exchangeable for cash. If gift card is lost or stolen it cannot be replaced. Final sale and clearance items are non-refundable.

BULK ITEMS:

Bulk materials can be exchanged 24 hours prior to delivery, store credit will be issued for lessor price difference. Once item has been delivered cannot be exchanged or returned. If customer questions the yardage of material delivered; customer must send picture at time of delivery and leave product as is until sales representative or manager verifies the complaint through any means necessary.

DELIVERY POLICY:

Our trucks are not permitted to go beyond curb line, except by owner's authorization (signature and/or dumping instructions or being present at time of delivery). If failed to be present for delivery per request, customer will be charged for additional re-delivery fee. Delivery location is upon our driver's discretion if asked to leave pavement. Customer accepts all responsibility for resulting damages.

HARDSCAPES:

Defective, unsuitable or unsatisfactory of hardscape materials must be notified to us within 3 days of purchase. Product must be available for inspection by the seller to entitle the purchaser to any adjustments or store credit. Pavers and wall blocks will be accepted for return (store credit) only in full unopened pallets, full bands or full layers. Pavers must be neatly stacked to manufactures requirements (original resalable condition: clean, uncut product. Free of mortar, glue etc.). Hardscapes are subjected to 25% restocking fee. There is a sectioning or layering fee per bundle of product being split. The purchaser is responsible for installation of materials on the job and the seller has no responsibilities in this regard.

PALLET DEPOSIT:

Pallet deposit price varies by company. Pallets purchased from us in good condition can be returned for store credit, proof of purchase is required. Pallet deposits are not excepted of r store credit with 2 or more broken top boards or one main stringer board. Pallets must be returned by November 30th of the same calendar year.

COUPONS:

All coupons are one-time use, they must be present at time of purchase with code. Cannot be used once expired. Cannot be combined with other coupons, offers or discounts including clearance items. Coupons are not valid on previous purchases. Cannot be redeemed after purchase has been made. Coupon exclude tax and delivery, must reach coupon minimum before tax and delivery is added.

ESTIMATING:

We will provide an estimate to the best of our ability based off customers measurements. It is the customer's responsibility to verify information. All shortages, damages, product problems, or exceptions of any kind must be brought to the attentions of our staff within 24 hours.

Customer acknowledges receipt of goods and/or services in the amount of the total shown on receipt and agrees to perform the obligation set forth in the agreement with store policy.