Garden Centre Association

Hardy Plant Guarantee

Our Promise to You

At Rutland Nursery, we take pride in the quality of our plants and want you to garden with confidence. That's why we offer a **12-month Hardy Plant Guarantee** on selected plants.

Garden Association Guarantee

You can rest assured that you are buying top quality plants from members of the Garden Centre Association. Their plants come from the finest growers and have been cared for by experts until the moment it leaves the garden centre.

Our members offer plants that are guaranteed to grow!

We are confident that your plant purchase will thrive in your garden but with the uncertainties of nature, sometimes this won't be the case.

To offer you peace of mind, GCA members offer a free replacement or credit for any container-grown hardy plant which dies, providing it has received reasonable care, bears the member's garden centre label and is returned with proof of purchase.

What Is Covered

Our guarantee applies to hardy plants that are expected to survive normal outdoor winter conditions in the UK when planted and cared for appropriately.

This includes:

- Trees and shrubs
- Hardy perennials
- Hardy climbers
- Roses and other outdoor hardy plants

Guarantee Period

- This guarantee is valid for **12 months from the date of purchase**
- Proof of purchase (receipt or transaction record) is required

What We Will Do

If your hardy plant fails within 12 months of purchase, we will offer:

- **A replacement plant of the same type** (subject to availability), or
- **A credit note for the full purchase value**

Conditions of the Guarantee

To qualify for the guarantee:

- Plants must have been **planted in suitable conditions** (soil, position, and climate)
- Plants must have been **properly cared for**, including watering, feeding, and protection where necessary
- Losses due to **extreme or abnormal weather conditions** (e.g. severe frost beyond typical UK winter conditions, drought, flooding) may not be covered
- Damage caused by **pests, diseases, neglect, or accidental damage** is not covered

How to Claim

To make a claim, please:

1. Bring proof of purchase
2. Provide the plant (or clear photographic evidence if impractical to return)
3. Speak to a member of our team, who will assess your claim

Our Commitment

We are committed to helping you succeed in your garden. Our team is always happy to offer advice on planting and aftercare to give your plants the best chance to thrive.

Rutland Nursery – Growing with confidence