



Firefield Landscape Supply Warranty

It is our aim for you to be happy with everything you purchase at Firefield Landscape.

Plants require care to grow. If you are struggling with a plant in your landscape, come in and see us so we can help diagnose the problem before you lose your plant. Photos or leaf/stem samples are great to help us assess what might be happening. Please email pictures of the plant in question to inquires.firefield@outlook.com.

Our plants are guaranteed to be true to variety, essentially pest/disease free and in good growing condition at time of purchase. Guaranteed plants will be exchanged for like material while nursery stock is available or store credit if the same material is not available. All plants are replaced ONE TIME ONLY. You must have your receipt and bring the DEAD plant to be replaced back to the store at the time of return.

The replacement plant is NOT guaranteed. Sale items are NOT guaranteed.

We stand behind the quality of our plants!

We guarantee our evergreens, conifers, deciduous shrubs and trees for one year from the date of your purchase.

Please note Japanese Maples and Flowering Dogwood trees do not come with a guarantee. Their survival is very dependent on receiving particular care and their planting conditions/locations.

Rhododendrons, azaleas, clematis, wisteria, roses, perennials, grasses & vines are guaranteed from date of purchase to September 30th of that year.

Annuals, Tropicals & Houseplants - no warranty and not returnable.

Naturally, this cannot cover damage or death beyond our control, such as improper planting, over or under watering, insects or diseases and winter kill or other weather extremes (frost/hail). It does not cover wildlife, lawnmower or trimmer damage. Removal of wire baskets will VOID ALL warranty.

It is the responsibility of the customer to plant the plant properly and to encourage and maintain a healthy growing environment. If you are unsure of how to do this, please ask and we will be glad to step you through the proper techniques and provide you with the information you need.

If your plants develop a problem or disease call or visit us quickly for advice. We would prefer to help you save your plants before you have to replace them. No one likes to start over!

Receipts: You must have the original receipt with you when returning any eligible product.

Returns: Firefield is happy to exchange all non-plant, non-bulk items purchased from our garden centre that are in the original, salable condition within 5 days for a like item or store credit. Original receipt is required.

Gift Cards: Our Firefield Gift Cards never expire and can be used towards any product sold at Firefield.

If you have any other questions at all, please contact us at (519) 245-2211.

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