

Hammond Farms Landscape Supply

Return and Refund Policies

Returns

- Returns must take place within 30 days of original purchase, must be accompanied by the corresponding Hammond Farms sales receipt and take place at a location that regularly stocks the item being returned (please call ahead to confirm this!).
- The following items are not eligible for return, refund or credit:
 - Bulk materials (soils, mulches, sands, gravels and ice melt products)
 - Special order items
 - Items with expiration dates
 - Closeout or discontinued items
- Items that are eligible for return must be:
 - In new, unaltered, unused, clean and resalable condition.
 - Undamaged, except when a manufacturer's warranty applies.
 - Complete, including intact packaging and any included accessory item (stakes, clips, etc.)
 - In the form in which it was sold (pair, layer, bundle, etc.)
 - Concrete products must be returned, stacked on pallets exactly as they were when purchased (please call to confirm this detail).
- All natural stone products are subject to a 15% restocking fee.

Refunds

- *Credit card* sales must be refunded to the card used for the original purchase.
- *Cash* returns under \$50.00 will be refunded in cash when returned. Cash sale returns over \$50.00 will be issued a check within five business days and may be picked up at our Dimondale location or mailed.
- Returns of purchases paid by *Check* will be refunded by check fourteen days after the purchase date to ensure that the original check has cleared.
- *Store Credits* can be issued for returns and may be redeemed at any Hammond Farms location.