

## Guarantee and Refunds Policy

At Bonsai Garden Design we guarantee only to send you first rate bonsai trees and will inspect everything carefully before it leaves us to make sure it's in excellent condition. Because bonsai are live plants, they are perishable if not cared for correctly. A monthly maintenance service, POA, will be offered at the time of purchase or delivery for each or multiple Bonsai purchased. Failure to purchase this monthly maintenance service will absolve Bonsai Garden Design of any responsibility for the health or longevity of the Bonsai.

However, if you do have a problem, here's what to do:

- Notify us within 3 days of delivery of any items that you need to return.
- Ensure that all bonsai have been cared for in accordance with the care instructions provided upon delivery, and that items are not used or damaged.
- Return the item to us within 7 days of delivery (it needs to reach us in 7 days).
- If the item is a bonsai, please ensure that it is well watered before sending.
- Re-package any items securely in the original packaging.

**We regret that after 7 days of delivery, we are no longer able to refund, replace or accept return of a bonsai.**

Also, because Bonsai are completely beyond our control, we cannot be responsible for any airborne pests and diseases incurred by the owner's environment.

Complaints lodged to [bonsaigardendesign@gmail.com](mailto:bonsaigardendesign@gmail.com) will be answered within a period of 14 days from the date of receipt. If a complaint requires foreseeable longer processing time, the company will respond within 14 days with a confirmation of receipt and an indication when the consumer can expect a more detailed reply.