



Walworth Garden
206 Manor Place, London, SE17 3BN
www.walworthgarden.org.uk
020 7582 2652
Facebook Twitter Instagram @WalworthGarden

Walworth Garden Returns Policy

At Walworth Garden we always aim to sell plants and items of the highest quality. Once an item or plant is purchased from the Plant Centre or delivered to the customer, its care is the customer's responsibility.

If we deliver something that is damaged in transit it will be replaced or refunded. Please inform us as soon as you notice any damage and take a photograph and send it to us.

If an item delivered seems to be unhealthy please contact us with a photo so our plant experts can assess it.

If an item is surplus to requirement or an unwanted gift it must be kept in good condition and we must be notified within 14 days. You then have another 14 days to return the goods once we are aware.

For items such as tools please refer to the manufacturer's guarantee terms and conditions if a fault occurs. We recommend you keep your receipt as proof of purchase.

Food items cannot be returned.

Until we receive the goods you are returning, they are your responsibility. For your protection and peace of mind if you are sending an item or items back by courier we recommend you use a recorded delivery service.

We do not refund any postal charges.

Our refund policy does not affect your statutory rights.

We are here to help and our teams will want to talk to you about any problems you may have.

Please contact us:

By mail

sales@walworthgarden.org.uk

By phone

020 7582 2652

Or come and see us in person.

Walworth Garden

206 Manor Place

London

SE17 3BN

Please keep your receipt as proof of purchase either paper or electronic

Date: December 2023

Written: Lee Mathias