

# Pemberton's Greenhouses Online Store: Refund Policy

Effective Date: 1/1/2025

Thank you for shopping at Pemberton's Greenhouses LLC's online store. We strive to provide high-quality products and excellent customer service. Please review our refund policy carefully before making a purchase.

## All Sales Are Final

All purchases made through Pemberton's Greenhouses LLC's online store are final. We do not offer refunds, exchanges, or returns unless explicitly stated otherwise in this policy or required by applicable law. By completing a purchase, you acknowledge and agree to this policy.

## Exceptions Under U.S. Federal Law

In compliance with U.S. federal law, we honor the following exceptions:

**Defective or Damaged Products:** If your product arrives defective, damaged, or not as described, please contact us within 48 hours of receiving the item. We may, at our discretion, offer a replacement, repair, or refund.

**Unauthorized Charges:** If you believe an unauthorized charge was made to your account, please contact us immediately to resolve the issue.

## How to Request an Exception

To request an exception under the above circumstances, please contact us at [pembertons@pembertonsgreenhouses.com](mailto:pembertons@pembertonsgreenhouses.com) or 859-254-6552 within the specified timeframe. Provide your order number, a detailed description of the issue, and any supporting evidence (e.g., photos of damaged items). We will review your request and respond promptly.

## Delivery Costs

Delivery costs are non-refundable. If a return or replacement is approved due to a defective or damaged product, we will cover the cost of return delivery.

## Dispute Resolution

If you are dissatisfied with your purchase or our resolution of an issue, you may contact your credit card company to dispute the charge. Please note that chargebacks may result in the suspension of your account with Pemberton's Greenhouses LLC's online store.

## Changes to This Policy

We reserve the right to update or modify this refund policy at any time. Any changes will be posted on this page with an updated effective date.

## Contact Us

If you have any questions about this refund policy, please contact us at:

Pemberton's Greenhouses

[pembertons@pembertonsgreenhouses.com](mailto:pembertons@pembertonsgreenhouses.com)

859-254-6552

555 Keller Ct., Lexington, KY 40511

By making a purchase on our website, you agree to the terms of this refund policy.

Thank you for shopping with Pemberton's Greenhouses!