



Return Policy

Please note that on the bottom of all of our sales order it states:

"All claims for damages and/ or deficiencies must be made upon delivery/ pickup"

We take pride in putting forth our best effort in caring for the plant material in our nursery. We do our best in selecting the highest quality material for your projects when assisting your team in loading in the yard and when we are loading your deliveries. You are ultimately responsible for making sure that this material is what you need and meets your customers' expectations at the time you are picking up at the nursery or receiving as a delivery. It is important to us that our customers understand that there are several factors that make it difficult to take returns after the sale has been made. Some of these factors include the fact that we may miss another opportunity to sell the material and our purchasing team quickly secures materials to restock the yard when sales are made and taking returns could lead to overstock issues. There is no way for us to know the site conditions that plant material is exposed to when the material is not in our care and with insect issues and diseases reported in our area the material could be exposed to a hazardous environment. Our partner at the VDACS recommends a "no-return policy" be established to "exclude diseases from entering the nursery." When Country Springs purchases material from our suppliers we require that all material has been inspected and is accompanied by a certified nursery certificate from the state where the material is grown.

Therefore, we must insist that your representative receiving or picking up material is capable of making decisions on your behalf, or find a way to pickup/ receive materials yourself. If you have any questions, please ask to speak to a member of our management team.

Thank you for your continued loyalty,

Country Springs Wholesale Nursery