



## Felly's Planter Program Return Policy

If you have any issues with your order, please take pictures to document the problem, and notify the Felly's store where it was purchased from.

Felly's is not responsible for plants/planters that are damaged or die due to weather-related conditions, animal-related problems, or the lack of proper care once the product has been delivered. Proper watering is essential for the life of the plants/planter. Customers are responsible for reading the care tag provided for the planter to ensure it is kept in optimal condition. Please ask a Felly's associate if you need advice on how to care for your planter(s).

Special orders are non-refundable & non-returnable after 48 hours. Issues with a special order are to be discussed with a store manager and will be resolved appropriately. Subscriptions will be renewed yearly upon approval after speaking with the customer who placed the order. We will not automatically renew the subscription without approval and payment in full.

Felly's will always do our best to provide you with the best customer service. We greatly appreciate your business, and we thank you for your understanding of the policies in place.

Thank you!

Felly's Flowers

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