

Refund/plant guarantee policy

Plant guarantee

We are committed to ensuring that we only sell the best quality plants. As part of this commitment North One/West Six provide a two year plant guarantee on all hardy plants providing they have been cared for properly and are returned to us with some form of proof of purchase. Please note that houseplants do not come with a guarantee, but please do let us know if you have any problems.

Refunds and exchanges

If you change your mind after buying one of our products (not including plants), we may be happy to exchange or issue a credit note for any unused or unopened items returned to us in a saleable condition, with a receipt, and within 28 days of purchase. This will be at the discretion of the manager on site. Plants returned to us should always be within 5 working days in exchange for a credit note or exchange, and must be in the condition that they were purchased in.

Please keep your receipt as proof of purchase.

This does not affect your statutory rights.