

Jesse Israel Return Policy

Rev. 5-15-2023

Our return policy is designed to ensure customer satisfaction. If you are not completely satisfied with your purchase, we offer different return options depending on the item.

For hardy evergreens, trees, and shrubs, we offer a 10-day return policy with the original register receipt. In the event that the plants are dead, we offer store credit. Please note that departmental approval is required before a return can be made.*

For garden supply merchandise, we offer a 30-day return policy with the original register receipt. The items must be in their original, unused, and saleable condition.

All items will be returned in the manner they were originally purchased. If you paid with a check, it will take 10 business days to clear before we can process the return.

*Please be aware that we are a seasonal business, and some items cannot be returned. This includes annuals, perennials, groundcovers, herbs, houseplants, vegetables, seeds, bulbs, and any holiday-related items. All sales on discounted items are final.

For live fish, we offer a 24-hour guarantee. If you experience any issues within this time frame, please let us know and we will work to resolve the issue.

We strive to provide the best customer service possible and will do our best to ensure your satisfaction. Thank you for choosing Jesse Israel and Sons.
To process returns, please ensure you provide an original register receipt along with the item being returned. Without the original receipt, we will not be able to process the return. Thank you for your cooperation.