



## Return and Privacy Policies

### Plant Pattern Covers Returns

Plant Patterns strives for 100% customer satisfaction on every order and we hope that you are pleased with your purchase. However, if you are not satisfied for any reason, we would be happy to provide a refund. Please note the following:

- Merchandise must be returned within 30 days of delivery date
- All items MUST be in original condition.
- Original shipping charges will not be refunded
- Plant Pattern Covers is not responsible for return shipping charges
- Returns may be made via any shipping service (UPS, FedEx, USPS, etc.)
- A copy of the packing slip must be included with the return
- If the packing slip is not included, please include the following information:
  - Name
  - Order Number
  - Email Address
  - Items Returned and Reason

Returns can be shipped to:

**Plant Pattern Covers**  
**Attn: Returns Dept.**  
**16333 Burrows Road**  
**Thompson, Ohio 44086**

All refunds will be issued to the credit card used at the time of original purchase. Please allow 7-14 business days for the refund to be issued. You will be notified via email when the refund is complete.

**Exchanges** - We recommend for fastest service to first place the new order online, then return the unwanted items to be refunded.

If you have any questions in regards to your return, please email [cristie@plantpatterncovers.com](mailto:cristie@plantpatterncovers.com) and we will promptly assist you.

### Our Commitment to Privacy

All information gathered on our website is used for internal purposes only. We do not sell, distribute or share any information to an outside party. When you send confidential information to us on our website, a secure server encrypts all information you input before it is sent to us. The information is scrambled en route and decoded once it reaches us for processing.

**How do we use the information you provide us?** We use personal information for processing orders, customer service and to notify customers of changes or promotions in regards to Plant Patterns Covers.