

Returns Process

Greenwood Group Ltd under the trading name of Greenwood Plants ('Greenwood'), is a company registered in England and Wales at Companies House.

Greenwood is committed to delivering an exceptional client experience to its clients. As part of its client experience it recognises that from time to time clients may want to request to return products, and this is covered within Greenwood's terms and Conditions.

The Returns process all clients are requested to adhere to is as follows:

- Client contacts Client Support team to raise an issue with delivered order within 48 hours of receiving goods.
- Client completes and shares return Request form with Client Support team outlining all key requested information. Client may also share supporting photos to support basis of complaint.
- Client Support team investigates the highlighted issue and works with client to resolve.
- Depending on circumstances, client may receive replacement goods or an equivalent credit to settle the issue.

It should be noted that all requests to return goods must follow the outlined Returns process. Under no circumstances does Greenwood accept any form of cost assignment or the withholding of monies due as methods of settling complaints or issues.

Any questions, queries, or comments relating to Greenwood's Returns process should be addressed to hello@greenwoodplants.co.uk