

Warranty and Return Policy Hawthorne Gardening:

At Hawthorne Gardening, we stand by the quality of our distribution, and of our manufactured and distributed products. We have several types of returns that we allow in the normal course of business with our retail partners: **Defective in Warranty Returns, Return to Stock Returns and Damaged in Transit Claims**. Each return type has a set of policy guidelines and return instructions below. Please review our policy and process before submitting any returns. Our customer support team is available to help you get started on any applicable return *PHONE NUMBER*. However, if you need technical assistance with a product before submitting a return, please contact our technical support team at (888) 808-4826 or tsupport@hawthornegc.com

Defective In Warranty Returns

Defective in warranty returns are allowed in exchange for credit on products that you have purchased from Hawthorne that have stopped working within the manufacturer's warranty period. It is your obligation to verify the product failure by testing the product before submitting a defective return. Once submitted through our website, we will (1) approve and credit, (2) require further technical support and verification or (3) deny your request. While our desire is to streamline our defective-in-warranty program, we may at times ask for product to be returned to us for testing or quality reasons. We will follow up on your RMA submission with these requests as necessary. Also, please note that many of our vendors request that their defective products be submitted directly to them instead of through Hawthorne. Please review our Vendor Direct Returns below.

Submitting a Defective Return:

- 1.) Verify that the product you have is not working
 - a.) Contact our technical support team for assistance at (888) 808-4826 or tsupport@hawthornegc.com
- 2.) Prepare for defective return submission by recording the following information:
 - a.) Manufacture Date or Serial Number
 - b.) Invoice/Receipt
 - c.) Detailed description of product failure
- 3.) Log onto our website (www.Hawthornegc.com) with your login credentials. Under "My Account," choose "RMA Info & Request." Click "RMA Request" button to get started.
- 4.) Fill in and submit the RMA request form with the information you have prepared regarding your product. Your submission will need to include:
 - a.) Manufacture Date or Serial Number
 - b.) Invoice/Receipt
 - c.) Detailed description of product failure
- 5.) Defective in warranty submissions will be approved and credited to your Hawthorne account once reviewed and approved by our customer support team.
- 6.) In some circumstances, the nature or size of a return may prompt us to withhold approval and credit until further technical verification can be completed. In these cases, we will proactively work with you on your return.
- 7.) In some circumstances, the manufacturer may prompt us to request product back from you. In those instances, after your return has been approved and credited, we will follow up with a UPS Tag or Pallet pick-up so that we can take possession of the defective product.
- 8.) In some circumstances, the frequency or scale of returns-- in general or for a specific product--may prompt us to withhold approval and credit while we conduct a defective claims review.

Return To Stock Returns

At Hawthorne Gardening, we recognize that at times you may need to return product back to our inventory in exchange for product credit. These Return to Stock returns are allowed on products that you have purchased from Hawthorne under the circumstances listed below. It is your obligation to return products within the return window of **7 Days from the date of receipt**. Please submit your return with the proper documentation and ensure that the product is returned in resellable condition. Resellable product is defined as (i) new and unused, (ii) in original packaging (no writing or markings), (iii) the current model of the product and (iv) currently stocked and offered for sale by Hawthorne. Return to stock returns are subject to a **restocking fee of 20% of the total value of the return**. You are also responsible for any inbound freight associated with the return. Please do not send back any product that has not been submitted and approved for return to stock credit and/or any product that is not in resellable condition. These products will not be credited or returned.

Submitting a Return to Stock Return:

- 1.) Prepare for your return to stock submission by taking the following steps:
 - a.) Gather the invoice or delivery receipt related to the return
 - b.) Verify that the submission date is within 7 days of the date of receipt.
 - c.) Verify that the product being returned is in brand new re-sellable condition (as defined above) such that it can be put back in Hawthorne's inventory.
- 2.) Log onto our website (www.Hawthornegc.com) with your credentials. Under "My Account," choose "RMA Info & Request." Click "RMA Request" button to get started.
- 3.) Fill in and submit the RMA request form with the information you have prepared regarding your product. Your submission will need to include:
 - a.) Invoice or delivery receipt from original product purchase
- 4.) Return to stock requests will be reviewed and approved or denied by our customer support team in a timely manner.
- 5.) Once a return to stock return has been approved, our customer support team will arrange the return freight using whichever freight method is best suited to get the product back to our closest warehouse.
- 6.) Upon receiving the product at the warehouse, Hawthorne will review the return to verify part and quantity information as well as product condition.
- 7.) Unapproved product or product that has been determined to be in non-sellable condition will be removed from the return order and discarded.
- 8.) Any unapproved or non-sellable product will be removed from the return and deducted from the final credit.
- 9.) Special order items are not returnable or cancellable once a purchase order has been accepted by Hawthorne.
- 10.) Final credit will be written for the total value of the product minus a 20% return to stock fee and all inbound freight charges.

Damaged in Transit Returns

At Hawthorne Gardening, we recognize that our partners in logistics are a key part of our success. However, in the normal course of business, damage and loss do occur during transit to you. Damaged in Transit claims are accepted through our website. Submissions must be made within 1 business day of receipt of your damaged product. Damaged in Transit claims require 3 parties to work together: Hawthorne, our retail partners and our carrier partners. In order for Damaged in Transit claims to be considered, please submit an RMA on our website (www.Hawthornegc.com) including the Delivery Receipt or UPS receipt associated with the claim so that we can work quickly and diligently with the carrier involved to resolve your claim. To reduce the amount of potential for denied claims, please inspect pallets upon arrival for visible damage to product or wrap. Please also make sure the number of pallets on the delivery receipt match the number of pallets delivered. If it does not, please note the discrepancy on the delivery receipt and take a copy of the delivery receipt.

Submitting a Damaged in Transit Claim:

- 1.) Prepare for your return submission by taking the following steps:
 - a.) Gather your signed Delivery Receipt noting the damage that existed at the time of receipt.
 - b.) Take pictures of the damages so that they can be shared with the carrier.
 - c.) Verify that your return is being submitted within 1 business day of receipt of product.
- 2.) Log onto our website (www.Hawthornegc.com) with your credentials. Under "My Account," choose "RMA Info & Request." Click "RMA Request" button to get started.
- 3.) Fill in and submit the Damaged in Transit claim request with the information you have prepared. Your submission will need to include:
 - a.) Signed, noted Delivery Receipt
 - b.) Pictures of damage
 - c.) Invoice number of the order in question
- 4.) Once a claim has been filed, customer support will review the claim. Credit will be approved or denied at the time of review.

Other Types of Returns

Historically, Hawthorne has tackled many other issues through returns submissions, including supply chain errors like mis-shipped products or mis-counted quantities, out-of-warranty defective claims and non-defective customer satisfaction claims. The resolution to these claims is often circumstantial. Therefore, in order to provide the best path to resolve these types of claims, we request that you contact our customer support team directly in each of these circumstances and not attempt to submit these claims through our returns portal.

A statement on Customer Satisfaction:

At Hawthorne Gardening, we hold our customers in high esteem. We value the satisfaction of all growers who use our products. However, given our extensive product offering and the diverse scale and environment that our products are used in, we review each customer satisfaction claim with our retail partners to identify the nature of the claim and come to resolution.

As general guidance:

- 1.) All validated supply chain errors such as mis-ships or mis-counted shipments will be credited directly and re-shipped on a new order on your behalf.
 - a.) Depending on the value of the product in question, we may from time to time ask for products to be returned to us, withhold approval while verification is gathered or submit debit memos for products that you would choose to keep.
 - b.) In order to submit a supply chain error claim, please email our customer support instead of submitting any return associated with supply chain errors.
 - c.) Please include a marked copy of your packing slip or a copy of our [supply chain claim form](#) in your email so that we have all of the relevant details that we would need to credit and re-ship product.
 - d.) Supply chain error claims will only be considered for credit and re-shipment if submitted within 2 business days of receipt of your product.
- 2.) All out-of-warranty defective questions should be directed to our customer support and technical support teams to be reviewed.
- 3.) All non-defective customer satisfaction claims should be directed first to our technical support team, customer support team or sales team.

List of Vendors who handle RMA requests directly

These manufacturers only accept returns directly. Hawthorne Gardening Co. cannot process returns for their products unless it is a mis-shipment or new return to stock.

Abscent	(858) 500-7495	--
Agrowtek	(847) 380-3009	agrowtek@agrowtek.com
Aurora Innovations Inc.	(541) 359-1580 ext. 402	office@aurorainnovations.com
Centurion	--	admin@cprosolutions.com
Current Culture	(559) 226-4769	sales@cch2o.com
DBC Company (HortiCare Meters)	(510) 326-8431	--
Dosatron	(800) 523-8499	--
EZ-Clone	(916) 626-3000	Fax (916) 626-3001
Eye Lighting/Hortilux Electronic Ballasts	(888) 665-2677	--
Grow More	(800) 338-7160	--
Grozone Control	(855) 262-1800	service@grozonecontrol.com
Gualala -- Light Rail	(303) 371-1807	repairs@lightrail3.com
HM Digital (Meters)	(310) 410-3100	Fax (310) 410-3106
Horti Control	(702) 968-0420	Fax (702) 942-7335
Humboldt Bottling	(707) 725-4119	info@emeraldtriangle.biz
Hydro Innovations/ChillKing	(512) 321-7575	Fax (512) 285-4606
Hydro-Logic	(888) 426-5644	Fax (831) 336-9840
Hydrotek (Lightspeed Flip-Boxes)	(450) 433-3336	--
Ideal-Air	(877) 943-3251	Fax (360) 450-0016
Milwaukee	(252) 443-3630	Fax (252) 443-1937
Movin' Cool	(800) 264-9573	info@movincool.com

Powerbox	(805) 520-6455	support@powerboxinc.com
Quest Equipment	(877) 420-1330	info@questhydro.com
Root Lowell Flo-Master (Sprayers & Atomizers)	(800) 253-4642	Fax (800) 968-3555
Roots Organics	(541) 359-1580 ext. 402	office@aurorainnovations.com
Samsung	(817) 838-6066 ext. 258	cw.ward@samsunghvac.com
Sentinel GPS	(707) 544-3399	--
Sun Blaster/Future Harvest/Tri Meter/Nutra-Dip	(866) 491-0255	Fax (866) 491-0252
Tom's Tumbler	(818) 280-6208	leslie@tomstumbletrimmer.com
TrimPal	(435) 477-2445	ryderholcomb@gmail.com
TrimPro	(450) 349-0811 ext. 214	Fax (450) 349-2640
Xtreme Gardening (RTI)	(800) 784-4769	--