



Quite Simply. Amazing.

## Hardy Bucks FAQ's

### Redeem Hardy Bucks August 1 – 15, 2017

#### 1) How are Hardy Bucks used?

- a) Simply, Hardy Bucks are matched dollar for dollar with real cash.
- b) Hardy Bucks may be used up to a maximum of 50% of the price of any item or items.
  - i) For example, if your item(s) purchase is \$40, you may use 20 Hardy Bucks or less.
    - (1) If you only have 12 Hardy Bucks, you may use all of them toward the \$40 and pay only \$28 + tax with cash, check, or credit card.
    - (2) If you have 22 Hardy Bucks, you may use 20 of them toward the \$40 and pay only \$20 + tax with cash, check, or credit card. The remaining two may be used by August 15 or saved for next year's Hardy Buck redemption period.
- c) Hardy Bucks may not be used toward sales tax, labor charges, gift cards, pallet deposits or any other services fees.
- d) Hardy Bucks are not eligible for past purchases or to pay any previous bills, such as payment on account.

#### 2) What may I use Hardy Bucks on?

- a) Hardy Bucks may be used toward any *in-stock* merchandise at our Garden Center, including plants, giftware, statues, fountains, tools, pottery, etc., StoneMarket products and sod.
- b) We accept Hardy Bucks for sod orders.
- c) Hardy Bucks may not be used for any other special order or dig order of hard goods, giftware, or plant material.

#### 3) I am buying some items that are on sale. May I use Hardy Bucks on those items?

- a) Yes, Hardy Bucks may be used on markdown items, sale items, and clearance items.
- b) The sale discount is applied to the product price before Hardy Bucks.
- c) For example, if you have a \$10 item that is 20% off, it is a net price of \$8. You may use four Hardy Bucks on it.

#### 4) I want an item but I can't pay for it right now. Will you hold it for me?

- a) No, we regret there is no holding or tagging for later purchase. Items are sold on a first-come, first-served basis.

#### 5) If I pay for an item but I can't take it home right now. Will you hold it for me?

- a) If you purchase an item, we can tag it "sold", to be picked up later.
  - i) However, we encourage you to take your purchase with you.
  - ii) While we make every effort to protect sold material, we cannot police all dishonest customers who untag sold items. Regrettably, it happens on occasion.
  - iii) *While most gardeners are pretty trustworthy, please be aware that it can be risky to leave an item here during the Hardy Bucks redemption period.*

#### 6) May I call in and purchase something over the phone with Hardy Bucks?

- a) Yes, customers may call in using a bankcard and use Hardy Bucks.
  - i) Tell the sales associate how many Hardy Bucks you have.
  - ii) He or she processes the transaction as if you and Hardy Bucks are present.
  - iii) *You must bring the Hardy Bucks with you when you pick up the item.*
  - iv) If you do not bring the Hardy Bucks with you when you come to pick up the item, you forfeit the Hardy Bucks discount.
  - v) If you fail to bring Hardy Bucks, the sale must be refunded and you pay the full price or the item goes back into stock.
  - vi) Phone purchases are to be picked up within three days, unless Hoerr Nursery is going to plant or deliver it.

#### 7) When may I redeem Hardy Bucks?

- a) For 2017, Hardy Bucks may be redeemed Tuesday August 1 – Tuesday August 15, 2017.
- b) Hardy Bucks may not be used prior to August 1.
- c) Hardy Bucks redemption is over at end of day on August 15 and may not be redeemed after that date. However, you may save your Hardy Bucks to use next year.

**8) I cannot get to Hoerr Nursery during the Hardy Buck redemption period because I am on vacation during that period. May I use them when I return?**

- a) No, we regret that Hardy Bucks may not be redeemed after August 15, 2017 regardless of the reason.
  - i) However, you may save your Hardy Bucks and use them during next year's redemption period.
  - ii) We suggest you clip leftover Hardy Bucks on your calendar, and transfer them to August when you get your 2018 calendar.

**9) Must I have my Hardy Bucks with me when I check out?**

- i) Yes, without Hardy Bucks present, you may not receive the Hardy Buck discount.
- ii) If you did not bring your Hardy Bucks with you, you may purchase the item at full price, and then bring back the receipt and Hardy Bucks to get your discount refund, by August 15, 2017.

**10) How does the plant warranty work with Hardy Bucks purchase?**

- a) Plant Material purchased with Hardy Bucks is covered by our one-year warranty.
- b) Prior to the Hardy Buck discount, if the selling price is at full retail or a sale price (50% off or less), the warranty is 100%, plant for plant. (Follow normal warranty procedures).
- c) Prior to the Hardy Buck discount, if the selling price is a clearance or garage sale item (over 50% discount), the warranty is for the purchase price (what you actually ended up paying for the plant after hardy bucks), not plant for plant. (As with our normal warranty procedures.)
- d) **At checkout, be sure you give the cashier your name.** Purchasing under your name allows us to verify your purchases for warranty purposes at a future date. If you misplace your receipt, we can look it up under your name. If we do not have your name, we cannot look up a previous purchase.

**11) I have some Hardy Bucks left over from other years. May I use them?**

- a) Yes, previous year's Hardy Bucks may be used.
- b) This includes the first, original hardy bucks, which were printed in house. There is a bunny (Hardy Hoerr) where a famous person should be.
- c) Newspaper coupons and post cards with Hardy Buck values from previous years are not valid for use this year.
- d) If you have any unused Hardy Bucks left after August 15, save them for next year. They may be redeemed during the next Hardy Buck Redemption season, Aug 1 – 15, 2018..

**12) I had some work done at my house from your Landscape division. Should I have received Hardy Bucks?**

- a) No, Hardy Bucks is a garden center, retail promotion only.
- b) Hardy Bucks are not given to landscape, lawn maintenance, lawn care, or commercial customers.

**13) How do I figure how many Hardy Bucks I can use?**

- a) Divide the merchandise only total by two, after any discounts.
  - i) That is how many Hardy Bucks you may use.
  - ii) (Do not include any gift cards, sales tax or service fees such as planting and delivery.)
- b) Rounding for Hardy Buck redemption is as follows:
  - i) .01 -.49 round down
  - ii) .50 - .99 round up
  - iii) Example:
    - (1) Purchase of \$9.00, 50% = \$4.50, customer may use 5 Hardy Bucks
    - (2) Purchase of \$6.75, 50% = \$3.38. customer may use 3 Hardy Bucks

**14) I received a postcard in the mail that says it is worth \$5 in Hardy Bucks? How does that work?**

- a) The postcard must be present and surrendered at checkout to redeem as \$5 in Hardy Bucks.
  - i) Present it to the cashier. He/she will count it with your other Hardy Bucks.
  - ii) The postcard expires at end of business on Tuesday, August 15, 2017.
  - iii) Previous years' post cards are not accepted.

**15) How do I use a Hardy Buck Coupon from the newspaper**

- a) If you have a coupon from the newspaper as redeemable in Hardy Bucks, it will count as \$5 in Hardy Bucks. The coupon must be surrendered at the time of purchase to be redeemed.
- b) You may only use one newspaper coupon per order per family per day.
- c) Old newspaper coupons from previous years are not accepted.