If you can't find what you’re looking for please contact us by email or phone.

Delivery

When will my order be delivered?

Usually all orders are dispatched the same day. The courier will then contact you for a delivery date via SMS. The length of time usually depends on the delivery type you have selected.

Can I amend my delivery date?

This depends on the status of the order. If the order is with the courier you should contact them to check whether it is possible to amend the data.

Can I change my delivery address?

This depends on the status of the order. If the courier has already collected the parcel from our warehouse, you will not be able to change the delivery address.

Are receipts sent with deliveries?

Your receipt will be provided inside your parcel. You will also receive an email containing a digital receipt.

Can I return a product, exchange it or get a refund?

This depends on the type of item you are returning. Most items fall under our 28 day money back guarantee. If the item has been used or has been damaged by the customer we will not accept it for exchange, returns or a refund.

Which products are excluded from the returns policy?

Fitted items will not be able to be returned.

How long do I have to return an item?

You have up to 28 days.

Is there a charge for returning a product?

No, we will send a courier to collect the parcel. We will also provide a returns sticker.

I have received an incorrect item?

If you have received an incorrect item please contact customer services.

I am unhappy with the quality of my item, what do I do?

NB Gardens uses the best quality products. If you are unsatisfied please contact customer services.

I have lost my receipt?

Your order number can be used if you have lost your hard copy and digital receipts.