

OUR ONE-YEAR GUARANTEE

We guarantee that trees and shrubs are healthy and in good condition at the time of purchase. If your tree or shrub fails to survive within one year from the date of purchase, we will replace the plant at the value of 100% of the original cost.

CONDITIONS OF THE GUARANTEE:

This guarantee only applies if the following conditions are met:

- Original plant must have been purchased at full retail price (Not sure? Please ask!)
- Our planting, watering and care instructions are followed
- The plant was installed in the ground and in an appropriate location
- Dead plant must be presented with original receipt within one year of purchase (cosmetic damage is not a dead plant!)

EXCLUSIONS TO THE GUARANTEE:

Our One-Year Guarantee does not cover the following items:

Roses, perennials, annuals, vegetables, tropical plants, and sale or discounted trees and shrubs.

AND

Our guarantee does not cover damage caused by the following:

- Animal damage (deer, pets etc.)
- Diseases and insects contracted after time of purchase and not reported in a timely manner
- Weather related events (drought, flooding, snow/ice, extreme heat, wind, storms etc.)
- Fire or other accidents

Failure to install your plant in the ground within one week of bringing it home will void the guarantee!

Our guarantee covers a one-time replacement of your original nursery purchase. Replacement or replacement credit can only be used towards nursery items (trees or shrubs). Replacement plants are not covered under our guarantee. There are no cash refunds.