

# STOCK GUARANTEE & WARRANTY

## GUARANTEE

We take pride in our nursery stock and our growing experience of over 40 years. We have a strict grading policy and are confident in the quality of the trees immediately after leaving the farm. To ensure the best survival rate of your stock please refer to our **Preplant Seedling Care** found on our website as well as included with your order confirmation.

## WARRANTY

We warrant to deliver species true to name, and will replace, upon proof, anything that is otherwise, or refund original price. We guarantee trees to be alive and in good, healthy condition when they leave our nursery. Any claims for shortages or quality problems must be reported within 5 days of receiving your order. Total liability is limited to the purchase price of the seedlings, but not more than that amount. It is normal for a few trees to die due to unavoidable stresses and factors beyond our control. It is not our policy to credit any stock once it leaves the nursery.

### What we warrant

- ✓ Shortages, incorrect or damaged seedlings (**must be reported within 5 business days of pick up or delivery**)
- ✓ Seedlings that do not break dormancy by July 2<sup>nd</sup> (**we must be informed by July 2<sup>nd</sup> of the planting year, no exclusions**)

### What we do not warrant

- ✗ Seedlings not planted within a suitable time frame and improper planting techniques
- ✗ Planting outside of the recommendations of our **Preplant Seedling Care**
- ✗ Incorrect site or species selection
- ✗ Damage and/or loss from severe weather, animal/insect damage or improper care