



1-Year Warranty for Trees & Shrubs

1-Year Warranty

Trees & shrubs are guaranteed against failure for 1 year from the purchased date, provided they are cared for properly. We guarantee our plants to be true to name.

Proper care includes:

- Purchaser is responsible for determining the proper plant suitability for planting location, installation, and watering methods. That is why we strongly recommend observing your planting location prior to planting and new tree or shrub.
- Purchaser is responsible for protecting plants from insects, animals, diseases and weather. Wolf Hill will not warranty any trees or shrubs damaged due to those reasons. We can recommend what actions to take to limit diseases and/or insect issues. We can also explain how to care for your tree and/or shrub in the winter months, and recommend animal repellents if that is a problem. We are here to help educate you on how to care for your tree and/or shrub!
- As soon as you notice any issues, please call us right away. We will help determine what may be causing the decline in health, and offer remedies to help nurse it back to health. If needed, we will issue a reasonable extended warranty. Be ready to answer questions about your watering regimen.

Warranty does not apply:

- Wolf Hill will not replace or issue a store credit for trees & shrubs destroyed by improper watering, acts of nature, neglect, lack of maintenance, or extreme planting locations (such as ocean-front property).
- Wolf Hill will not warranty a plant due to improper watering regimens. Before purchasing and planting a tree or shrub, you need to know the commitment it takes to water properly (read and review our watering instructions above)! Strict watering schedules are critical in the establishment and survival of newly planted trees & shrubs. Wolf Hill will not be held liable for any plant that fails completely or temporarily dies out due to a lack of moisture.
- Planting a tree and/or shrub in a container above ground will void your warranty.
- Failure to notify Wolf Hill if your tree or shrub is showing signs of decline may void your warranty
- Digging up your tree and/or shrub prior to contacting us to determine warranty eligibility will void your warranty.

Warranty process:

- We require photos of the tree and/or shrub purchaser is requesting a warranty on, and it is possible that we may also come to your property to gauge the planting location.
- We do not take back and dispose of dead plants.
- Purchaser is responsible for providing original sales receipt and plant tags to verify purchase.
- Should a tree and/or shrub be determined a failure within the 1-year warranty period, a store credit will be issued for the purchased price.

We do not offer refunds for any dead plants.

No Warranty

Wolf Hill does not offer any warranty on perennials, annuals, herbs, vegetables, roses, grasses, tropicals, houseplants and similar plants. These plants are sold as-is, and are non-refundable if they do not survive in purchasers' care.