



One Year Warranty

It is the customer's responsibility to give adequate care which includes proper watering of your new tree or shrub. Plant losses resulting from mechanical damage, vandalism, lack of cultural management (watering), or lack of reasonable and proper care (including weed eater and animal damage) are not covered by this warranty. Only dead plants will be replaced, so be sure of the plant's condition before removing it from the ground. If you're not sure, please call us and ask! We are happy to assist with any questions you have regarding your plants! The warranty only covers a **one-for-one replacement** of a plant of equal or lesser value. You may choose a plant of higher value and pay the difference. **NO REFUNDS** will be given. The store receipt and the **entire** plant in question **MUST** accompany any request for replacement. Checks or credit card statements **WILL NOT** be acceptable as proof of purchase.

- ✓ **Trees MUST** be staked and mulched properly to be warranted.
- ✓ **NO WARRANTY** for any act of nature, such as animals, insects, drought, wind, hail, freezing, flood, etc.
- ✓ **NO WARRANTY** on: annuals, perennials, ornamental grasses, tropical palms, tropical houseplants, houseplants, bulbs, seeds, and sod.
- ✓ **NO WARRANTY** on nursery stock planted in above ground containers/planters indoors/outdoors.
- ✓ **NO WARRANTY** on discounted plants or replacement plants.
- ✓ **NOT RESPONSIBLE** for lawn care spray company's damage, malicious destruction, or insect damage.
- ✓ **NOT RESPONSIBLE** for **ANY** unmarked irrigation or utility lines, i.e., Private utilities.
- ✓ **SOD PURCHASES:** Once sod has been purchased and leaves EPW property, it cannot be returned/brought back.

NO WARRANTY if plants are never planted and allowed to sit in their pots, dry out, etc. Plants are living things that need a certain amount of care. Without this care they are much less likely to survive. However, with proper watering, feeding, and pruning your plants will flourish and bring beauty to the landscape for years.

If we delivered and installed plant material:

*The warranty **does not** include delivery costs. If we delivered and installed your trees/shrubs and you need a replacement, a delivery fee will be applied.

**Replacement trees/shrubs do not carry a warranty.

***Delivery fees are nonrefundable.

Deliveries

Dump truck tires **WILL NOT** leave the pavement when material is being delivered, i.e., plants/trees/bulk items. For all fieldstone deliveries, the pallets are delivered intact and **will be dumped** off the back of the dump truck. Sod that is being delivered by the pallet **will be dumped** off the back of the dump truck. Once delivered, it **CANNOT** be returned.