

ONE-TIME REPLACEMENT WARRANTY POLICY

We stand behind our plants. If your plant seems to be struggling, please call to see if we can help you get it turned around. See below for details of our warranty policy.

2 YEAR WARRANTY from date of planting:

- Any plant material installed by North Branch Nursery
- Please contact Nursery anytime within warranty period if concerned of items installed. Either Designer or Garden Center.
- Installations are dig and drop “pocket planting” include mulch ring around item only. Quote needed for additional work requiring amending soil, removals, additional mulch.

1 YEAR WARRANTY from date of purchase if planted by customer:

- Container trees, Balled & Burlap trees 1 ¾” and smaller; evergreen trees and clump/multi-stem trees 5 ½’ and smaller; field shrubs 5’ and smaller
- Upright arborvitae and juniper 6’ and smaller
- Shrubs, roses and climbing roses; climbing hydrangea, wisteria and other woody vines
- Fruit trees

30 DAY WARRANTY from date of purchase if planted by customer:

- Rhododendrons, azaleas, butterfly bush, caryopteris, hypericum (St. Johns Wort)
- Clematis and other herbaceous vines; perennials, grasses, fruit shrubs, fruit perennials.

NO WARRANTY:

- Plants discounted 30% or more
- Plants damaged by acts of nature, such as flood, drought, fire, frost, insect or animal damage, etc.
- Plants with mechanical damage, such as by a lawnmower or weed trimmer
- Plants damaged by misapplication of chemicals
- Plants purchased for resale
- Replacement plants
- Items purchased at “Park Grade” Level
- Year end Christmas trees

TO OBTAIN A REPLACEMENT:

- For small plants, bring your receipt and the deceased plant to the Garden Center.
- For larger trees and balled and burlapped shrubs, notify North Branch via email or phone so we can confirm replacement eligibility and plant availability.
- If an exact replacement is not available, the purchase price may be applied to another plant or put on a credit memo.

CANCELLATION/RETURN POLICY/IMPORTANT BOXWOOD INFORMATION

- Cancelled orders and returns will be subjected to a 10% restocking fee.
- Returns must be within 48 hours, in original condition, approved by staff.
- **Boxwoods cannot be returned or exchanged once they leave North Branch property.** Warranty policy still applies.

WATERBAG INSTRUCTIONS

Use one bag for 1-3” caliper trees and two bags zipped together for 4-5” caliper trees. Place back of bag against trunk with zippers on the uphill side of the tree. Wrap both sides around trunk until zippers meet. Lift up straps at top of bag to expose fill opening which is located at the top of the side with the NBN logo. Insert hose and fill approximately ¾ full, then gently lift up by the straps to fully expand the bottom of the bag. Do not hang bag by the straps. Fill bag to desired level and allow to drain. Draining will take 5 to 9 hours, depending on soil conditions and weather. If bag is not draining, gently lift up on the handles to adjust the bottom of the bag. A second weekly filling may be needed in very hot, windy or dry periods. Once the bag is empty, it may be moved to a second tree or left on for the next watering.

<u>TREE SIZE</u>	<u>BAG QTY</u>	<u>GALLONS</u>	<u>FILLS</u>
1-3” Caliper	One	20	1-2 per week
4-5” Caliper	Two	40	1-2 per week