

# Greenworld, Inc. Plant Guarantee & Warranty Terms

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Thank you for choosing Greenworld, Inc. as your source for the highest quality trees, shrubs, & perennials.

Below you will find our plant warranty terms and some helpful plant care tips.

Greenworld's plant replacement policy covers dead plants from the following categories:

- **Deciduous trees, shrubs, & evergreens:** 50% of purchase value covered for one full year from date of purchase
- **Perennials, roses, vines, & grasses:** 50% of purchase value covered for one full year from date of purchase
- **Tropicals, temperennials (any plant zoned for Zone 5+), & house plants:** guaranteed at 100% for one growing season up until September 15<sup>th</sup>

Other warranty terms:

- No replacements will be made before June 15<sup>th</sup>
- Any plant purchased at a discount of more than 10% off retail price will forfeit warranty terms.
- Each plant can be replaced with one other plant of equal or lesser value (does not have to be the same variety).
- Receipt of purchase and the dead plant must be brought in to redeem for warranty reasons.
  - Do not dig up plant until instructed to do so by Greenworld staff – when in doubt, give us a call.
- Plants must be planted in the ground to be eligible for warranty.
  - Plants must be planted in an appropriate location as suggested by plant tag/vendor.
- Plants that show signs of life will not be replaced.
- Labor fees associated with replacements of plants is not included in the warranty.
- Greenworld will only replace a dead plant once. Plant replacements will not be warrantied.

**NO CASH REFUNDS OFFERED**

Greenworld will only guarantee plants that have been properly cared for. Plants will not be replaced due to damage from reasons beyond our control such as:

- Acts of God such as lightening, snow, ice, wind, flooding, drought, etc.
- Damage due to animal chewing, scratching, smashing, etc.
- Damage caused by mechanical means, such as machinery, snow removal, etc.
- Owner negligence such as overwatering, underwatering, improper planting, etc.

## **Plant Care & Watering Tips**

- Remove all identification tags & labels during installation process.
- Thoroughly water all new plantings to settle the air & dirt around the plant.
- Remove corrective training stakes from trees after one year (unless directed differently by our staff).
- Protect your trees with wraps during the winter months (remove during April – September).
- Watering needs always depend on rainfall. One inch of moisture (rain) every 7-10 day is adequate for trees.
- **ALWAYS** check soil around the base of the plant before watering – only water when you can stick your finger in the soil around the plant and it is dry. Over-watering can drown and kill plants.
- Remember to thoroughly water all new plantings prior to the soil freezing at the end of the season.