

OUR WARRANTY

It is our aim for you to have a successful gardening experience with everything you purchase at North Haven Gardens.

Please note that **our warranty policy cannot cover plant damage or death due to improper planting, over or under watering, insects or diseases, and winter kill or other weather extremes.**

Please call or visit us for advice if you suspect your plants have a problem or disease. Additionally, you may send detailed digital photos with inquiries to feedback@nhg.com and we will be in touch as soon as possible with recommendations.

Our plant warranty is as follows:

- **Live plants are guaranteed to be true to variety and essentially free of pests and disease at the time of purchase.**
- **Outdoor plants grown in locations other than in the ground, including pots, containers or hanging baskets are not covered by our replacement policy.**
- **Guaranteed plants will be replaced for similar material or for store credit.**

#15 gallon and larger hardy trees and shrubs:
2 years from date of purchase

#1-#10 gallon hardy shrubs and perennials:
1 year from date of purchase

4" annuals and tender tropical plants **are not covered** by our replacement policy.

Did you change your mind on a plant purchase or buy too many? Plants of all sizes in **original, saleable condition** may be returned to the store for **up to 48 hours from purchase.**

All plants are replaced only one time.

Hardgoods (non-plant merchandise) may be returned in **original condition with the proper receipt** for a full refund of amount paid at any time. The only exceptions are dated materials such as periodicals, seeds and bulbs.

If you are a Grow Card member and made your purchase under your Grow Card account, we have a record of your purchase and no receipt is necessary for returns.

**North Haven Gardens
7700 Northaven Rd.,
Dallas, TX 75230
214.363.5316 nhg.com**

NORTH HAVEN *Gardens*



Congratulations on your purchase from North Haven Gardens

We are dedicated to
your gardening success.

Please read these important
tips for protecting your
landscape investment.

**Thank you
for shopping at
North Haven Gardens**

First Year Care for New Plantings

Newly planted trees and shrubs need extra care to establish a healthy root system. The size of the plant and environmental conditions will determine how long it takes for the plant to acclimate to its new home. For trees, the pot size can be used as a guide. For example: A #5 gallon tree will take approximately one year to become established, while a #15 gallon tree may take two years. The larger the plant material, the longer you will need to provide supplemental care.

During this acclimation period, plants will put much more energy into developing a root system than in producing top growth. A healthy root system is the key to your new plant's success. For large trees and shrubs, you should not expect to see much new growth the first year (depending on the variety). Larger specimens can take up to three years to begin producing new growth.

PLANTING TIME

The time of year you plant will greatly affect how quickly your new plants become established. Hardy container trees and shrubs can be planted anytime of the year, even winter; however, **spring & fall are the easiest times to establish new plantings**. If you plant new trees and shrubs during the heat of the summer, be prepared to pay keen attention to the water needs of your new plants.

WATERING

All new trees and shrubs will require supplemental hand watering after planting for up to a year.

You must NOT rely on your sprinkler system alone to provide adequate water to new plantings, especially in summer months.

Use a hose to directly apply an ample sized puddle around the root ball. Let the water absorb, and then repeat.

It is best to water plants early in the morning (around 6-7 am).

Do this approximately:

Winter: 1 time per week

Spring & Fall: 2 times per week

Summer: 3 times per week

You can also use Gator Bags or soaker hoses to provide a slow drip to individual plants.

Apply 2 inches of mulch around the root ball to conserve moisture and protect the soil.

Unsure? Ask a garden advisor for details.

FERTILIZATION

Nitrogen fertilizers that encourage green growth are not recommended at planting time. A liquid root stimulator, however, is very important. Water in your new plants with a root stimulator, such as Good Natured Root Stimulator and/or Liquid Seaweed with Superthrive, twice a month for the first 6 months. Plants that prefer acidic soil, such as Azaleas and Japanese maples, should also receive an application of a soil acidifier, such as Liquid Seaweed with Iron or pelletized sulfur at planting time. After the first year, use the appropriate fertilizer, such as Texas Tee for general use or Espoma Holly Tone for acid loving plants.

PREVENTATIVE CARE

We are here to answer your questions and provide solutions. Should you notice a problem with your newly planted tree or shrub, please let us know right away. Bring us a leaf and branch sample, along with close-up and further away photos if at all possible. Many problems can be diagnosed by answering a few questions about growing conditions. Properly chosen and planted, most stressed plants can make a full recovery if the problem is diagnosed early. We are always happy to assist with keeping your plants healthy.

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