

OUR WARRANTY

It is our aim for you to have a successful gardening experience with everything you purchase from us. Please call or visit us for advice if you suspect your plants have a problem or disease. You may also send detailed digital photos with inquiries to feedback@nhg.com; we will be in touch as soon as possible with recommendations.

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

Our plant warranty covers 1 gallon or larger size hardy perennials, shrubs, and trees as follows:

- **#1-#10 gallon** hardy shrubs and perennials: 1 year from date of purchase.
- **#15 gallon** and larger hardy trees and shrubs: 2 years from date of purchase.
- **4" annuals** and tender tropical plants: *these are not covered* by our replacement policy.
- Plants are guaranteed to be true to variety and essentially free of pests or disease at the time of purchase.
- Note that plants grown in locations other than in the ground (including pots, containers or hanging baskets) are not covered by our replacement policy.
- If you've changed your mind or purchased too many, plants of all sizes in original, saleable condition can be returned to the store up to 48 hours after purchase.
- Warranted plants are replaced only once with similar material or a store credit.

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 the purchase under your Grow Card account, we have a record of it and no receipt is necessary.

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 to three 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 new 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 and fall are the easiest time to establish new plantings*. If you do 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 & shrubs will require supplemental hand watering after planting for up to a year; larger trees, 2 years. *Note that 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 & repeat. Plants are best watered early in the morning (around 6-7 am).

Water new plantings approximately as follows:

- Winter: about 1 time per week
- Spring & fall: about 2 times per week
- Summer: about 3 times per week

You can also use **soaker hoses** or irrigation bags such as **Gator Bags** to provide a slow drip to individual plants. Make sure 2-3 inches of **mulch** always covers the root ball area, spaced at least 1-2" away from any trunk or main branches, to conserve moisture and protect the soil.

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 **Good Natured Root Stimulator** and/or **Liquid Seaweed** and **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, or one specific to your plant's needs each spring and fall, adding an early summer feeding for fall bloomers.

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 leaves and a 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 the 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.