

Customer Agreement



Warranty

We believe in and stand behind the quality of our product and services. This warranty is valid to the original purchaser upon presentation of receipt, provided payment has been made in full. This warranty is void on material that fails to grow due to neglect or acts of nature. Each plant can be replaced one (1) time under this warranty.

Lanoha Nurseries guarantees that all nursery stock is true to name and in healthy growing condition upon leaving our nursery. Our plant material warranty is as follows:

- **2 Years On: B&B & Spade Trees**
- **1 Year On: Potted Trees & Shrubs**
(Not included below)
- **60 Days On: Azaleas, Boxwood, Holly, Butterfly Bush, Carol Mackie Daphne, Caryopteris, Hydrangea, Vines, Roses Japanese Maple, Smokebush, "Exotic" Plants, Tricolor Beech, Rhododendrons, Ornamental Grasses, Groundcovers, and Perennials**
- **24 Hours On: Koi Fish**
- **WARRANTY DOESN'T APPLY TO: Annuals, Bulbs, Tropical Plants, Sod and Transplanted Plant Material.**

Access to the replacement locations must be as it was at the time of original installation. No further guarantee is expressed or implied. Lanoha Nurseries is not liable for any sum greater than the amount of the original purchase price. There are no cash refunds.



Terms & Conditions

Lanoha Nurseries is not responsible for damage to work caused by neglect, acts of nature or the actions of an individual or contractor not employed by Lanoha Nurseries, including the customer. Lanoha Nurseries does not guarantee erosion or drainage work.

Lanoha Nurseries is not responsible for any damage to private lines such as invisible fences, landscape lighting, irrigation lines & components, private utility lines, etc. We strongly urge customers to mark locations of all private underground wiring and piping.

The customer hereby acknowledges and agrees that Lanoha Nurseries shall not be responsible for delays caused by weather or back orders due to lack of stock availability at the time of shipment.

In addition:

- **All seasonal products are sold as final sale.** (No returns)
 - **All returns for Home Decor pieces and products will be issued credit on Garden Center Store Gift Card.** (No refunds)
- Items Include All:**
Furniture, Accessories, Framed Art
Mirrors, Decorations, Tables, Chairs,
Artificial Plants & Flowers, Lamps, etc.

Payment terms are listed on the invoice. Account balances 10 days past due are subject to a service charge of 1.5% per month.

The customer is responsible for understanding the warranty, terms & conditions as read above.

Updated 10.27.14



Tips For Maintaining Your Tree & Plant Material Investment

Tree Staking

- Newly planted trees should be staked ONLY for the first year.
- Make sure wires are slightly loose and not rubbing the tree.

Tree Wrapping

- Wrapping some young tree trunks can protect against sun scald and frost crack.
- Check with our Garden Center staff on which trees can be wrapped.

Pruning

- Remove overgrown, rubbing, infested, broken, dead & suckering branches.
- Cuts should be made parallel, but not flush with the trunk.
- Fine stem shrubs should be cut back to 8" early in the spring.
- Perennials should be trimmed back to 4-5" above ground in the fall.
- Prune woody, flowering shrubs after bloom.
- Only prune pines after new candles have formed.
- Pruning of ALL plants should be done before they freeze.

Fertilizing

- Only use root stimulating fertilizers (*SuperThrive*) for the first year.
- After the first year, fertilize bi-yearly.
- Keep fertilizer off of foliage to avoid burning.

Watering

- Best Indicator of water needs is the soil.
- Dry soil is bad, moist soil is good and soggy soil is the worst.
- New plants require water at the root level.
- Use a slow trickle of water from the hose until standing water is present.
- The best time to water is in the morning.
- Do not water plants when the ground is frozen.
- WiltPruf should be applied at the end of fall to evergreens.
- For optimal plant health, DON'T OVER WATER!

Weed Prevention

- The best weed prevention tool is rock or mulch beds around trees & shrubs.
- In early spring, apply a pre-emergent herbicide to prevent weed germination.
- Early to mid-summer, weeds should be spot sprayed. (*Follow directions on herbicide carefully*)

Pest Prevention

- Plants should be closely monitored for animal and insect damage & infestations.
- If extreme damage is noticed, contact us for identification & solutions.



10.27.14