

WARRANTY POLICY



Our nursery stock is guaranteed to be in good growing condition upon leaving the garden centre. All registered plant material is guaranteed for one year with the exception of the following items: annuals, perennials, roses and plants over wintered in containers, which are not covered under our warranty.

Our warranty covers the cost for a plant of equal value to the original purchase, subject to the presentation of an invoice and proof of the dead plant. In no case will we be held responsible for any amount greater than that originally received for such stock.

The following conditions also apply:

• **THE REPLACEMENT PLANT IS NOT GUARANTEED**

- Sale items are not guaranteed
- Trees and shrubs planted by us must also be replanted by us.

Our warranty does not cover damage caused by lawn mowers or line trimmers, severe weather conditions, hail, ice, late or early frost, summer drought, naturally occurring diseases, insects, animals, improper herbicide use, exposure to salt, premature removal of stakes, or physical damage caused by the purchaser during handling and/ or transportation.

Removal of the wire basket will void all warranty.

It is the responsibility of the buyer to plant the tree/shrub correctly, and to encourage & maintain a healthy growing environment. Failure to do so will void the warranty.



RETURNS/EXCHANGES

As a nursery, we are selling living plants and trees; our merchandise requires constant care and attention. Therefore, once any of our plant material has left the nursery, we cannot accept any returns or exchanges. **No Exceptions.**

It is mandatory to register your plant material for warranty using the QR code above, or the link below within 30 days of purchase

<https://docs.google.com/forms/d/e/1FAIpQLScGinbRLUukbuom7t6grUQqG0Jt5IM9cWfJhdphMRghETDIsQ/viewform?vc=0&c=0&w=1&flr=0>

DELIVERY

Delivery of trees, shrubs and bulk items is based on one mobilization. Should your trees/shrubs need to be replaced under our warranty, a second delivery fee will be charged.

Should you feel that your tree is not thriving, or is showing signs of stress, please email us pictures at: warranty@baselinenurseries.com or, bring in a sample of the affected specimen and some pictures of the issue. We would be happy to take a close look and should be able to diagnose the problem and give you some advice on how to encourage healthy growth.

A site visit to check on the health of your tree is not a free service. There will be a charge if you request this service.

Please do not hesitate to contact us if you have any questions or concerns.



9070 ELVIAGE DRIVE, LONDON, ONTARIO N6K 4N5



519.657.1265



info@baselinenurseries.com

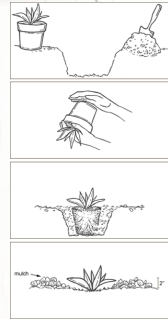
baselinenurseries.com

HOW TO PLANT A POTTED TREE/SHRUB

Plastic Pot

Water thoroughly before removing the container. Tap lightly on the sides and bottom of the pot to release the plant. If the plant does not release, cut down both sides of the pot and gently pull the pot away. Using your fingers or a knife, gently loosen and spread exposed roots that seem crowded. To free very matted roots, make several vertical cuts $\frac{1}{4}$ to 1 inch deep through the root mass.

Dig a hole no deeper than the existing soil level on the plant, but twice as wide. If you are adding soil amendments, mix $\frac{1}{3}$ new soil to $\frac{2}{3}$ native soil. Place your plant in the hole and backfill, making sure the soil is firm around the plant.



Fibre Pot



Leave the pot on! These pots are made of paper and will decompose in the soil. Break off the rim to just below the soil level and make three cuts evenly around the pot half way up from the bottom. Do not remove the bottom of the pot!

Dig a hole no deeper than the existing soil level on the plant, but twice as wide. If you are adding soil amendments, mix $\frac{1}{3}$ new soil to $\frac{2}{3}$ native soil. Place your plant in the hole and backfill with your mixed soil, making sure the soil is firm around the plant.

Balled and Burlap (B&B)

Dig a hole no deeper than the existing soil level on the plant, but twice as wide. Place the B&B plant in the hole and backfill three-quarters of the way up the root ball and water thoroughly. Untie all string or rope from the stem, unfolding the burlap from around the plant. Cut the extra string and burlap to the backfilled soil level. Backfill the rest of the hole and water thoroughly.



Watering – Always water when finished planting. Plants will need to be watered more often while getting established. Check the soil moisture level by sticking your finger in the soil to your second knuckle. If the soil feels dry, water thoroughly going over the same area several times, allowing the water to soak in.

WATERING CHART

All plants should be physically checked for moisture level before watering. Do this by placing your finger in the soil up to your second knuckle at the base of the plant. If the soil is not moist, follow the directions below. When watering, you want to make sure the soil of the planted pot and the soil surrounding the planted pot is saturated. In general, the amount of water needed is double the pot size of the plant. For example, if you plant a 10 gallon pot, you would want to use 20 gallons of water, applying at a slow rate to let it soak in.



WATER AMOUNT

Check every day for moisture level. If watering is needed soak for 5 to 10 minutes.

Check every second day for moisture level. If watering is needed place a moderately running hose (not a rush or trickle) about 6" away from the trunk of the tree and leave it running for about 30 minutes.

Check every third day for moisture level. If watering is needed place a moderately running hose (not a rush or trickle) about 6" away from the trunk of the tree and leave it running for about 45 minutes. Moving the hose around the base in 2 or 3 spots.

PLANT SIZE

1 Gallon to 7 Gallon

10 Gallon to 20 Gallon

25 Gallon to Wire Basket

Mulching - Mulching around the base of the tree is an important step. Mulch to a depth of about 3", and a diameter of about 3'. Be sure that the mulch is kept away from the trunk by an inch or two – piling mulch against the trunk will cause trunk rot and encourage rodent damage.

Trunk Protection-Tree guards or wraps may be required if there is a threat of damage from line trimmers, rodents, deer, rabbits or sunscald. Winter protection may be needed for evergreens or trees in windy areas, speak with our staff for great advice.

IF YOU ARE PLANTING IN CLAY this requires a bit more work. For best results, dig the hole about 12 to 16" wider than the root ball. Really scruff up the sides and bottom of the hole to eliminate any smooth surfaces. Plant the tree so that the trunk flare is 2 to 4" above grade – this will allow water to drain away and prevent drowning. Back fill with the previous existing soil mixed with some peat moss and bonemeal.