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Ooltewah Nursery & Customer SHARED RESPONSIBILITY GUARANTEE

Warranty is extended to eligible plants when the purchase is **recorded in our system under the purchasing customer's name. To be eligible for warranty, the plant must have been planted inground.** Plants left in pots are at greater risk, as their roots are subject to wider temperature swings while in the pot. Failure to plant inground voids this warranty.

ONE-YEAR WARRANTY ON...

Trees, Shrubs, Grasses, and Vines, unless otherwise specified below

90-DAY WARRANTY ON...

Azaleas, Gardenias, Dogwoods, Colorado Spruce, Norway Spruce, Dwarf Alberta spruce, fruit trees, Hemlocks, roses, Windmill Palms, and Rhododendrons. *(These items need to be on a preventive maintenance program. See our horticultural experts. They will be happy to explain the program.)*

NO WARRANTY ON...

Annuals, perennials, hanging baskets, house plants, seed, sod, live Christmas trees, pumpkins & gourds, bulk items, tropicals, water plants, and plants in above-ground containers.

Plants purchased at 20% or greater discount are sold as is and are considered final sales. They carry no warranty.

Your Warranty covers the plant replacement by a credit in the amount of the purchase price. This credit is only valid for the purchase of trees or shrubs. **One-time replacement only; we do NOT guarantee the replacement.**

We cannot guarantee that the same product will be available at a future date. All claims for loss must be reported within the guarantee period.

Please do NOT dig up a plant that is not dead. NO refund will be given on plants brought back that have green tissue and/or live buds. You must bring in the entire plant so that we can see it; however, we do understand that may not be possible with large trees (1+” diameter trunks). If you have questions about the care of a sick plant, please give us a call or bring a sample enclosed in a Ziploc baggie to prevent the spread of disease or insects. We are here to help you diagnose and correct any problems. Plants lost to acts of God, severe winters, prolonged drought, over or under watering, improper planting, etc., are specifically not covered by this or any other guarantee.

WARRANTY DETAILS



"Come Grow With Us"

A warranty, as outlined in this brochure, is extended to eligible plants when the purchase is recorded in our system under the purchasing customer's name.

*Join the **VIP Customer Rewards Program** to earn points that you can spend just like cash during the two annual redemption periods. It's Free! Ask a cashier today or visit our website for details.*

OUR COMMITMENT TO YOUR SUCCESS

We are careful and competent horticultural professionals committed to helping you garden successfully. It is our responsibility to provide you the highest quality plants suitable for this area. You have just purchased a living organism. It is your responsibility to provide it the proper care, planting location, soil amendments, and to follow our planting instructions. Together we can ensure your gardening success!

**See Back Panel for Warranty Details.
Save this brochure for your records**

**5829 Main St. | Ooltewah, TN 37363
(423) 238-9775**

**Email: Sales@OoltewahNursery.com
OoltewahNursery.com**

PLANTING PROCESS

Courtesy of Ooltewah Nursery & Landscape, Co., Inc.

BALLED & BURLAPED PLANTS

1 **Position root ball in planting hole.** A wide shallow hole as deep as the root ball and 2-3 times as wide. The plant should be at the same level in the ground as it was in the container. Do not plant deeper.

2 **Preparation of root ball and planting.** Cut twine and remove nails or staples. Remove the wire cage, if present. Fold back burlap to the sides of the root ball. No need to loosen roots. Mix existing soil with the recommended **soil amendment** or, if existing soil is chert, replace with landscape mix. Backfill soil and tamp. Finish by packing soil firmly around sides of root ball. Water well with **Root Stimulator**.

Add 2-3" of mulch on top, but not touching the trunk. We recommend trees be staked at planting time with our kits.

3. **Water them right** Always water with an open-ended hose at a slow trickle. Do not be in a rush. Let the water soak in deeply. Make certain you understand the water needs for the variety you have selected, and then water regularly the first year.

CONTAINER PLANTS

1 **Remove from container.** If root bound, loosen the roots thoroughly.

2 **Plant Them Right.** A wide, shallow hole as deep as the root ball. Do not plant any deeper. Keep the plant at the same level as it was in the pot; however, Azaleas, Yews, Rhododendrons, etc. prefer a raised planting bed for adequate drainage. Mix the recommended **soil amendment** with existing soil. Backfill soil half way, water thoroughly. Finish packing soil firmly around side of root ball. Water well with **Root Stimulator**. Add 2-3" of mulch keeping it away from the trunk flare of the plant (see diagram).

3. **Water them right.** Use an open-ended hose at a slow trickle at the base of the plant. Check soil moisture at 2" below the mulch. Make certain you understand the water needs of the variety you have selected, and then water regularly according to its specific needs.

