**Rick’s Garden Center Nursery Warranty**

Warranty is available for full-price trees and shrubs only, and excludes the following:

* Japanese maples
* Roses
* Herbaceous perennials
* Annuals
* Houseplants
* Vegetables and herbs
* Aquatic plants
* Discounted trees and shrubs (not including Military Discounts, Customer Appreciation Day or coupons)

Plants must be installed per **Rick’s Tree and Shrub Planting Guide**. Plant decline must be reported immediately to Rick’s Garden Center for health assessment and recovery suggestions. Failure to notify Rick’s Garden Center of plant decline in a timely manner or to follow recovery suggestions may void the warranty.

Warranty is activated by sending an email to [warranty@ricksgarden.com](mailto:warranty@ricksgarden.com) with an attached picture that shows the planted tree or shrub.

* Picture must clearly show where trunk meets the ground
* Picture must be received within **5 days** of purchase
* Warranty claims must be accompanied by itemized receipt
* Any corrections noted by Rick’s Nursery staff must be implemented immediately, unless otherwise noted

Plants purchased from **April 15th through September 15th** are warranted for **100%** of the purchase price for **90 days** from date of purchase. Plants purchased outside of this time period are warranted for **50%** of the purchase price up to **one year after purchase date**.  Warranty refund shall be given as store credit to be used for purchase(s) by the customer.

Not covered under warranty:

* Over- or under-watering
* Misuse of fertilizers or pesticides
* Plants installed in any container
* Commercial (non-residential) plantings
* Damage from
  + Wildlife, especially deer, bear
  + Machine operation, e.g. mowers, string trimmers
  + Adverse weather, e.g. hail, wind, snow
* Plants installed outside of their USDA Hardiness Zone

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