



## Our Shared Responsibility Guarantee

Trees, shrubs, and evergreens purchased at Piala's Nursery & Garden Shop, Inc. at the regular price are guaranteed to grow for two years from date of purchase unless otherwise noted. Due to variances in spring weather conditions and plant type, some plants may not begin to show signs of growth until mid-June. Evaluations for plant replacements will occur after June 15th. If date of purchase was prior to June 15th, the guarantee will be extended to June 15th of the second year. This guarantee does not include any costs associated with transportation or installation. Should a plant fail to grow, we will issue a credit for the price of the plant (excluding tax). The credit may be applied to any living plant of the customer's choice. Cash refunds are not made on nursery stock. Only one credit for each plant will be issued, and this credit is not transferable to another person. Annuals, roses, perennials, and a few others as specified are excluded from the guarantee.

Returns of potted plants or balled & burlapped plants must be made within 24 hours, and accompanied with your original itemized sales receipt. All plant returns are subject to a 50% restocking fee.

Hardgoods may be returned or exchanged in good condition within 2 weeks of purchase, accompanied with your sales receipt. Bulk (loose) material is not eligible for return or exchange. Sod is a perishable item and is not eligible for return or exchange.

If a guaranteed plant should die within two years, the original sales slip and dead plant must be presented for adjustment. Send photos to [sales@pialasnursery.com](mailto:sales@pialasnursery.com) and wait for a response before digging up or bringing the plant into the nursery. Adjustments cannot be made on living stock, that is, if it has live buds, leaves, or is green below the surface of the bark. Nursery stock, as every other living thing, requires proper care. This responsibility is assumed by the purchaser and involves proper watering, cultivating, fertilizing, insect and disease control, etc. This guarantee shall be void if the plant is damaged by man, animal, or act of God; installed in an above ground planter; shows evidence of neglect or abuse; or is still alive as described above. Planting berms must be at least six times as wide as they are tall, with plants installed in the center with consistent cover over the rootball. Balled and burlapped plants should be planted with the burlap and strings intact. All visible wrappings must be cut from around the base of the plant within one year, but no sooner than three months after planting. Plants should be planted at the same level as the soil around their base and in no case deeper. Mulch should not rest against the trunk or stems of any plant.

We anticipate that you will have little difficulty with our stock, and we invite any questions you may have on maintaining your plants in top condition.

Thank you.



AmericanHort  
Member

