



Lifetime Customer Support, Growing Season Warranty

(support@arrowsmithgreenhouses.com)

Awareness. Enjoy your plants by observing them, and take note of unusual changes.

Communication. Contact us early and often for advice. Email us pictures or visit in person.

Education. We provide expert diagnosis and advice to enable you to become successful.

Steps for Success (Fill out all * questions for support/warranty)

A. Plan

1. Choose planting site (consider soil type, moisture, wind/cold exposure, shade, size)
2. We can help you select the right plants for specific locations,
*Soil type: Heavy Clay Sandy Loam Imported topsoil Peat/Other: _____
*How long do puddles remain after heavy rains? A few hours 1-2 days 3+ days
*Is the site sheltered from the wind? North protection South East West
*How much sunshine? Sunshine begins: ____ am pm || ends: ____ am pm
*Other site factors (ie downspouts, recent construction)? _____

B. Prepare

1. Remove weeds. Best practice: **mulch** area with untreated wood chips in advance (3" deep).
2. Keep trees/shrubs protected during transport (lay tall trees down in a truck box).
3. *Keep them shaded and *water every other day if there is a 24h+ delay **before** planting.
*Date of Purchase: _____ Date of Planting: _____

C. Plant

1. **Dig a hole** equal in depth to root ball, and 2-3x wider. *Width of hole: _____ Depth: _____
(Avoid digging in wet clay; it may create impermeable walls. Rough up smooth walls.)
2. **Gently remove plant from pot** (tip on its side). **Don't disturb the roots** unless rootbound.
*The rootball: Maintained shape Was rootbound Fell apart I disturbed the roots
3. **Place the root ball in the hole:** level its top with soil grade, position its stem/trunk straight.
4. **Backfill the hole** with the soil you dug out, tamping it down to remove air pockets (do not compact heavily, though). **Option** for poor soils: add bonemeal (boost roots), and mix topsoil with the original soil. At least 50% of the backfill should be the original soil.
* I only backfilled with the existing soil I amended the soil with: _____
***Do not plant deeply – stems may rot, killing the plant.**
*The top of the root ball has: <1" of soil covering it >1" of soil on top exposed
5. **Build a dike** around the hole 3" tall, 3' diameter for best watering for dry sites. For poorly-drained areas, build up the grade a few inches, then dike. *Width: _____ Height: _____
6. **Apply mulch 3" deep.** Best practice: 2' (trees) or 10" (shrubs) diameter circle of clean pea gravel, then woodchips/other organic mulch beyond that circle, ideally past its future dripline.
* I mulched around my plant with: _____ Depth: _____ Diameter: _____
***Stake only if necessary** (ie tall trees in windy areas). Use 1-3 stakes, depending on the size of the tree and windiness of the area. Thread wire/cord through cut pieces of garden hose to avoid abrasion. The trunk must be able to move with the wind. Adjust/re-evaluate every 3 months.

4. Provide:

Pay attention to signs of stress: Leaves often show stress the first: look for discoloration, wilting, or dying leaves, then contact us with pictures. Moisture stress is most common, nutrient deficiency can also contribute. Exact watering/feeding requirements depend on drainage, soil type, weather, exposure, etc. Even the same plant variety just a few feet away may have different watering & nutrient needs.

A. Water thoroughly at intervals according to each plants' unique needs to help roots grow deep.

1. Check clay soils before watering: check 3-4" deep with your finger. If the soil is powdery dry, it needs a soak. Roll clay soil into a 1" ball, gently squeeze: if it doesn't crumble, it doesn't need water. **Clay soils usually need watering every 3-5 days in its first 2 years; sandy/well-drained soils can be watered every 2-3 days, depending on the weather.**

2. Soak the soil: Slowly fill the ring dike (step C5), allowing water to soak down; use 1+ gallon of water for every gallon of pot size. Water stress is the top cause of plant death: a hot/sunny location or sandy soil requires more water; shade/clay requires less. **Soil must dry out between soakings.**

**I usually watered using ___ gallons, ___ times per week on average; ___ times per month*

B. Feed the soil: Woody plants benefit most from allowing natural wood chip mulch to rot into the soil. If planting into the ground, only fertilize if there is a deficiency. We sell different fertilizers suited to address specific soil types and nutrient deficiencies; we can help you choose the right one.

** Did not fertilize Fertilized using (NPK label): _____ Amount, timing: _____*

C. Pruning may be beneficial. Prun to remove damaged/diseased branches, shape, increase fruiting/flowering, or rejuvenate old, woody growth. Contact us for more information.

** Plant was pruned – date: _____ purpose: _____*

5. Protect

Fences are the most reliable protection against deer & rabbits. **Biodiversity** (planting many different varieties of plants) is the best way to reduce disease and pest infestations, and **avoid spraying** pesticides and herbicides; when treatment is necessary, it should be targeted and timed carefully.

** Pesticides have been sprayed within 100' of my plant: No Yes - name/date: _____*

3-Month Warranty on Trees & Shrubs

Email: support@arrowsmithgreenhouses.com

- Contact us first** if your plant is stressed/dead: email pictures and description of the problem; **fill in the blanks** and email this Care Sheet so we can provide you with the most accurate advice.
- Bring us your dead plant and your receipt** if it doesn't recover and we have determined that you have followed the Steps for Success, and speak with a manager to arrange for warranty.
- We provide **one free, direct exchange** for an equivalent healthy plant, or an **in-store credit** matching the price you paid. **No cash refunds.**

Standard Warranty: Regularly-priced trees/shrubs are warranted against death within 3 months, due to factors we can control (pre-existing disease/pests, or improper rooting). We do not guarantee factors leading to death outside of our control: once it has left our yard, the customer is responsible for proper care (especially watering and planting correctly, outlined above), protecting against wildlife, pets and weather, etc. We are very willing to provide expert advice and care tips – take advantage of our lifetime support – we want to help you succeed! **Contact us early and often.**

- Trees/shrubs already replaced once on warranty are not covered – warranty is **one time only**.
- There is no warranty on annuals, perennials, labour, or hard goods – nursery plants *only*.
- **Follow all of the “Steps to Success” outlined above – it outlines proper plant care.**