



## Our Shared Responsibility Guarantee

All 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. 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. The credit must be applied toward another of the item originally purchased; however, if that item is no longer available, the credit may be applied to any tree, shrub, or evergreen of the customer's choice. Cash refunds are not made on nursery stock. Only one replacement for each plant will be made. Annuals, roses, perennials, and a few others as specified are excluded from the guarantee.

Exchanges or returns on potted plants may be made if returned in good condition within 24 hours of purchase along with your itemized sales slip. Balled and burlapped plants will have a 20% re-stock fee charged. Hard goods may be returned or exchanged in good condition within 2 weeks of purchase along with your sales receipt.

If a guaranteed plant should die within two years, the original Piala's sales receipt and dead plant must be presented for adjustment. 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. Balled and burlapped plants should be planted with the strings intact; however, the strings must be cut at the base of the plant about one year after planting, 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.

