

Warranty Information

Ooltewah Nursery AND Customer SHARED RESPONSIBILITY

Guarantee

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

One-Year Warranty On:

- Trees
- Shrubs
- Grasses
- Vines

90-Day Warranty On:

- Azaleas
- Dogwoods
- Colorado & Norway Spruce
- Dwf. Alberta Spruce
- Fruit Trees
- Hemlocks
- Perennials
- Rose
- Rhododendrons

No Warranty On:

- Annuals
- Bulk Items
- Gardenias
- Hanging Baskets
- House Plants
- Live Christmas Trees
- Grass Seed
- Sod
- Tropicals
- Water Plants

Our guarantee covers the plant replacement by store credit in the amount of the purchase price.

You must bring in your original sales receipt and dead plant as proof of purchase.

We furnish a one-time replacement only; we do NOT guarantee the replacement.

We do not guarantee 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. If you have questions concerning the care of a sick plant, please give us a call or bring in a sample of the problem with you, enclosed in a ziploc baggie, to prevent the spread of the fungus and/or insects.