



OUR NURSERY GUARANTEE

At Van Luyk's, we are committed to ensuring all of your new nursery plantings are successful. We acknowledge that gardening is first and foremost a learning experience, and sometimes circumstances conspire to cause a new planting to fail. To this end, we offer a **one-time replacement guarantee** on all of our nursery stock.

1. We guarantee that all purchased nursery stock is true to name and in good health.
2. This guarantee begins at the date of purchase and is valued at the **purchase price**. The duration of our guarantee is dependent upon the plant. Every plant in the nursery has a tag which indicates the type of guarantee: some are guaranteed to the **end of the calendar year** while others are guaranteed for **one full year**. We recommend you retain this tag for your own records.
3. If your planting does not survive and if you have followed our planting and watering guidelines along with other care instructions, we will happily replace your dead plant or provide you with a store credit.
4. You must bring the dead plant back as well as your original receipt and the planting/watering guidelines provided at the time of purchase.
5. **Please note that this guarantee only applies to dead plants.** If your plant looks to be struggling, do not dig up the living plant and return it. Instead, contact us and we will do our utmost to help resolve the issue without unnecessarily disturbing the plant's roots.

What is covered by our Guarantee?	What is <u>not</u> covered by our Guarantee?
Winter kill , if the plant is guaranteed for a full year	Improper planting/siting (light or soil needs)
Pest or disease issues unrelated to planting, siting, or watering practises	Incorrect watering or other basic care practises
Other circumstances beyond your control	Rodent or pet damage