



Plants Of Texas Tree Installation Guarantee

We pride ourselves on providing the highest quality tree and plant products for the most competitive prices possible. In addition to offering quality plant materials, we are very intentional with the services that we offer. Our objective is that we make your tree/plant purchase a positive experience starting with the selection and purchase of the plant all the way through the process of installation. Our installations are warranted for 12 months from the purchase date of the items (there are tree/shrub exclusions) assuming you meet the criteria mandatory in the care and maintenance of your tree/shrub.

Tree/Plant Warranty criteria is as followed:

- We will only warrant the product one time within a 12-month period from the original purchase date. If the exact product/item is not available for replacement, a close substitute variety equal to the original purchase price will be offered. There will be no cash refunds, only product replacements of equal costs.
- Our warranty covers only the cost of the plant/tree. If something happens to your plant/tree, we only replace the plant/tree. We do not replace the installation fee or service. If you want your replacement plant/tree reinstalled, you will pay for another installation.
- We only install and offer a warranty on shrubs or trees 7 gallon or larger.
- Acts of God: the warranty does not apply to acts of God defined as: freezes, tornados, flooding, hail, drought (includes times of water restrictions by the city/county you live within)
- If this contract is not reviewed and signed by you, the warranty is null and void.
- If there is not an adequate water source where the trees/shrubs are installed, the warranty is null and void. There must be an adequate watering source for our warranty to be in effect. Sprinkler systems are not typically adequate for large tree and shrub installations unless the individual station is designed for the specific plant material. To explain further, typical time settings per zone is not adequately set long enough to properly water down to a large tree or shrub root ball. Please refer to the watering schedule for newly installed trees/shrubs handout for more information.
- If there is no water source found at the time of installation, Plants of Texas allows the customer 72 hours to show proof of the water source, if failure to show proof of a watering source, the plant/tree warranty is void.
- If you see any changes to your installed tree/shrub, please let us know immediately by sending a text message with pictures to 903-316-3292. 90% of all "issues" boil down to being a watering

problem of some sort and can be fixed almost immediately without further damage to the tree/shrub. Your timeliness in communicating these changes is detrimental! Things to look out for are wilting or dropping leaves, leaves turning yellow or black, branches turning black, etc. Pending the state of the picture we receive; we may ask to schedule a quick trip to come inspect the product in question in person and trouble shoot from there.

- No warranty on any Japanese maple, Dogwood, Blue Atlas cedar varieties, Camelias, Azaleas, & Southern Magnolia trees.
- If there is clear damage made by a lawn mower, weed eater, or animal/insect then the warranty is null and void.

Installation Service Includes:

1. Vital Earth Landscaper's Peat Replacer soil
2. Vital Earth Hardwood Mulch
3. Basic staking if needed (tri-pod method using basic wood stakes)
4. Carl Pool Vitazyme
5. Carl Pool Root Activator
6. Carl Pool Myco Boost
7. Proper watering in of plant/tree
8. Location of installation will be left as neat and clean as possible by installer

I acknowledge that I have read and reviewed the Installation Guarantee criteria as listed above.

CUSTOMER PRINTED NAME:

CUSTOMER SIGNATURE:

DATE:
