



GUARANTEE POLICY

Our customers are our greatest asset. The Farm at Green Village did not grow into what we are without such a great customer base. Did you know that all of our Trees and Shrubs come with a **2 year –100% guarantee*** for our Rewards Customers? If anything is unsatisfactory or has died over the time period it was purchased, we will issue a store credit to get you a suitable replacement. Bring anything back and we will do our best to get you exactly what you need. All purchases, large or small, are equally important, but above all customer satisfaction means the most to us.

In order for us to assist you better, please bring in pictures or pieces of a plant and we will do our best to solve any issue.

- Receipt/Proof of Purchase required
- Guarantee value determined from original purchase price
- Plants purchased on sale are guaranteed to sale value
- Plants purchased with store credit/replacement value are not guaranteed
- Landscape/design professionals void guarantee

** Guarantee policy only applicable for Retail Rewards customers. Restrictions apply for commercial vendors.*

** Buxus/Boxwood are exempt from the guarantee due to boxwood blight in the region.*

DELIVERY SERVICES

Picked out your tree but not ready for it yet? Are your eyes bigger than your car? Let us help you transport your plants to your home. We will load up your order and deliver it to your doorstep in a safe and timely manner.

No matter the size of your purchase, we have a vehicle for the delivery!

We deliver not only plants, trees and shrubs, but pottery and other garden accents as well.

Delivery charges vary depending on your location (zip code) and size of the delivery.

** Certain products are exempt and subject to a delivery surcharge.*

PLANTING SERVICES

Our planting services are available for everyone who purchases Trees and Shrubs. We will also arrange plants in new or custom containers to ensure they have the proper nutrition and room for growth. Is your house plant too large for its pot? We can handle that too!

TREES & SHRUBS

Select & purchase your plants, and schedule the date of your planting. Our trained installers will take care of the rest!

Once you have paid for your purchase, we will provide you with small numbered flags to take with you. Just place the flags in the ground where you want your new plants to be installed. Our planting crew will arrive with your new plants and install them properly exactly where you have placed the flags.

Installation costs 2 times the price of the plant being purchased with a minimum cost of \$1000 of plant material and \$2000 in labor. This price includes local delivery, labor, any soil and mulch needed for the job and our 2 year –100% Guarantee. There may be a delivery surcharge for areas outside our local vicinity.

** This is a basic planting service, not a landscaping service. Our planting staff will not trim existing plants, adjust irrigation systems or perform any other maintenance/landscape functions. If you would like existing plants removed, there will be an additional fee for that service. The Farm at Green Village is not liable for any privately installed underground services.*

GUIDE TO PLANTING TREES, SHRUBS & PLANTS — & — GUARANTEE INFORMATION



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THE 7 STEPS FOR PLANTING SUCCESS



1. DIG A HOLE

Dig a hole two times as wide but slightly shallower than the plant's root ball. Place the removed topsoil nearby on a tarp, removing any stones, subsoil, or sod.



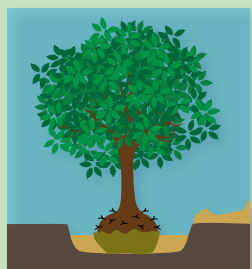
2. SOIL PREPARATION

Mix **Bumper Crop® Organic Soil Builder** and **Espoma Bio-tone® Starter Plus Fertilizer** into the topsoil.

All plants purchased with these products on the same receipt come with a 2-year guarantee.

BUMPER CROP® AMOUNTS:

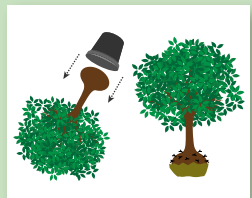
- 1 cu ft for every 2 shrubs
- 2 cu ft for every balled or burlapped tree
- 2 cu ft for every 25 square feet into the top 6"-8" of soil for flower and vegetable gardens



3. PREPARE & PLACE PLANT

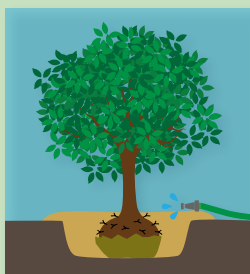
BALLED AND BURLAPPED PLANTS: Place in hole 1"-2" above soil level, and partially backfill hole to stabilize plant position. Remove all twine and string, and peel back the top third of the burlap metal cage.

CONTAINER PLANTS: Remove plastic pot, gently loosening outside roots (make shallow cuts around the root ball if compacted), and place plant in hole as described above.



4. FILLING THE HOLE

Backfill the hole partway, stopping to lightly compact the soil. Complete filling the rest of the hole with soil mix, lightly tamping again. The soil should be at the level of the top of the root ball. Using the rest of the soil mix, create a saucer around the edge of the hole.

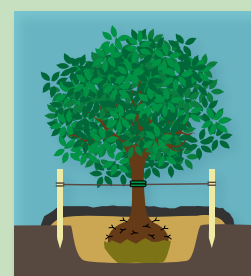


5. WATERING YOUR NEW PLANT

Fill the soil saucer area with water twice, thoroughly draining in between. The plant will require regular and thorough watering throughout the first year. More frequent watering may be required during periods of extreme heat and active growth. Larger trees require 2 years or more of frequent watering.

WATERING REQUIREMENTS:

- Balled and burlapped plants: 10-15 gallons once a week, applied slowly with a hose or Tree Gator watering bag
- Container-grown plants: 2-3 gallons twice a week or more in drought conditions, applied with a watering can/hose end wand and diffuser
- Annuals and perennials: water every other day or when dry
- Plants in containers/hanging baskets: check frequently and water daily or when dry



6. MULCHING AND STAKING

Apply 2"-3" layer of mulch around the plant, keeping the mulch away from the trunk and stems. Stake trees that might need additional support during windy conditions.

7. FERTILIZING AND CONTINUING CARE

FERTILIZE:

- Annuals: **Miracle Gro** every two weeks
- Vegetables: **Espoma Tomato-tone** every two weeks
- Roses: **Espoma Rose-tone** every two weeks starting in April
- Evergreens: **Espoma Holly-tone** the following season
- Shade & Flowering Trees: **Espoma Tree-tone** the following season
- Flowering Shrubs and Perennials: **Espoma Plant-tone** the following season

PLANT PROTECTION:

- Deer Foraging: **Deer Out** or **Deer Scram**
- Winter Buck Rub: Wrap trunks with **black mesh, vinyl spiral tree wrap, brown paper roll, or Clark's Tree Wrap**
- Winter Burn: **Wilt Prof**

