

WASCO NURSERY, INC. SALES POLICIES AND PROCEDURES

Most plant failures are due to weather or soil conditions beyond our control. However, provided that plant material has received proper care, our warranty on plant material that fails to survive is as follows:

Warranty

Trees:

Trees planted by Wasco Nursery are warranted for a period of three (3) years from the date of purchase. In the event of a plant failure the customer will be provided with a credit equal to 100% of the purchase price (materials & labor) to apply to towards a replacement plant. Trees planted by Wasco Nursery will be replaced twice if necessary. Trees planted by the customer are warranted one time only for 100% of the purchase price for a period of one (1) year from the date of purchase. Receipt will be necessary as proof of purchase.

Shrubs:

Shrubs planted by Wasco Nursery are warranted for a period of three (3) years from the date of purchase. In the event of a plant failure the customer will be provided with a credit equal to 100% of the purchase price (materials & labor) to apply to towards a replacement plant. Shrubs planted by Wasco Nursery will be replaced twice if necessary. Shrubs planted by the customer are warranted one time only for 100% of the purchase price for a period of one (1) year from the date of purchase. Receipt will be necessary as proof of purchase.

Perennials:

All perennials, vines, ornamental grasses, groundcovers & hybrid tea roses planted by Wasco Nursery or by the customer are warranted (material only) for a period of 90 days from the date of purchase. In the event of a plant failure the customer will be provided with a credit equal to 100% of the purchase price to apply to towards a replacement plant. No other warranty applies to these plants. Receipt will be necessary as proof of purchase

Trip Charge:

Each planting order will be assessed a trip charge based on the zip code of the planting location. The trip charge is per stop / not per tree. In the event that a tree needs to be replaced under warranty the customer will be assessed an additional trip charge.

Annual Plants:

All annuals (tropicals, vegetables, hanging baskets, combo planters, etc.) are warranted to be true to name and healthy for a period of 48 hours from the purchase date. No other warranty applies to these plants. Receipt will be necessary as proof of purchase.

Additional Warranty & Sales Policies:

- Warranty on items purchased at a sale or discounted price is limited to 100% of the purchase price (regardless of whether or not they were planted by the homeowner or Wasco Nursery).
- All warranty claims will be settled in the form of a store credit to be applied toward the purchase of plant material. NO CASH REFUNDS ON WARRANTY CLAIMS.
- You have three days to cancel any transaction without penalty. After three days all cancelled orders are subject to a 15% order cancellation / restocking fee. Orders cancelled after 21 days are subject to a 50% order cancellation / restocking fee.
- A non-refundable 50% deposit is required on all special-order items and custom dig items.

Purchases Not Covered by Warranty:

- Plant failures due to customer neglect, animal or chemical damage, acts of God or vandalism are not covered by the warranty.
- Wholesale / Contractor Purchases are warranted to be true to name; no other warranty applies to these purchases.
- Transplanted items or plants supplied by the customer and planted by Wasco Nursery are not warranted.
- Japanese Maples or any other so marked plant material.
- Plants left in containers over the winter (not planted in the ground)

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ALL OF WHICH ARE HEREBY DISCLAIMED.

Stump Grinding & Unforeseen Circumstances

Tree / shrub removal and stump grinding (removal of root systems) from past plantings is not included in our planting fee. If tree / shrub removal or stump grinding is necessary it is the customer's responsibility to notify Wasco Nursery within 3 days of the purchase date. *Stumps previously ground out by other contractors are rarely ground deep and/or wide enough to allow for the planting of a new tree.* Stump grinding or removal fees are due at or before the time of service. Additional fees may apply if Wasco Nursery cannot perform contracted installation services due to lack of access to planting site (locked gates, dog in yard, etc.) or planting location hindrances (stump / roots, location not flagged, utility lines, etc.). State law requires Wasco Nursery to contact J.U.L.I.E. to mark for underground public utilities. **WASCO NURSERY, INC. IS NOT RESPONSIBLE FOR DAMAGE DONE TO IRRIGATION LINES / HEADS OR ANY OTHER UNMARKED, PRIVATE UNDERGROUND SERVICE LINES SUCH AS, BUT NOT LIMITED TO, PET FENCES, LANDSCAPE LIGHTING, SPEAKER WIRE, ETC.**

Plant Care

It is the customer's responsibility to ensure that their plants are being cared for properly. Plant Care Instructions are given at the time of purchase and at the time of installation. Additional copies of Wasco Nursery's Plant Care Instructions are available online at www.wasconursery.com or in the store.

Return Policy

Wasco Nursery will accept, for return or exchange, items that are in new condition (including original pot or packaging) and free of damages by the customer. For a full refund return your item to the store within 10 days from purchase date. Items cannot be returned or exchanged after 10 days from purchase date. Items must be returned in original / new condition. Wasco Nursery reserves the right to refuse returns based on the health or condition of plant material or other purchases. A receipt will be necessary as proof of purchase. Special order plants are not able to be returned.

Sales Policies & Procedures Acknowledgement

I have read, understand and acknowledge receipt of the Policies & Procedures stated above.

Signature _____ Date _____

Sales Policy Effective 06.01.2022
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