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## Our retail guarantee and returns policy

We guarantee most trees, shrubs and vines you purchase from us for **ONE YEAR** from the purchase date, provided they have been properly planted, watered and maintained. We may agree to extend this guarantee if a plant's condition is questionable after one year.

We will only replace a plant once.

May failures can be avoided, so we ask that you please call us or stop in with your concerns. Certain problems are not covered by our guarantee, including snow load, delayed planting, incorrect watering (too much or too little) and damage by salt, ice, wind, insects or animals.

As we have customers in a number of different hardiness zones, we **DO NOT GUARANTEE** the Winter survivability of the plants listed below. Your receipt will show which trees, shrubs and vines we **do not** guarantee.

### Our guarantee does not cover ANY of the following plants or circumstances:

- Plants not hardy for the zone in which they are planted - please ask our salespeople
- Plants purchased at a discount of 20% or more
- Plants purchased by a landscaper
- Plants suffering from transplant shock that may appear to be suffering but will recover
- Plants that skip a flowering cycle
- Plants not planted in accordance with our planting guide
- Any plant planted in a container, including window boxes, pots or cemetery planters
- Perennials, including groundcovers, *Buddleia*, *Caryopteris* (blue beard), *Clematis*, heaths, heathers and ornamental grasses
- Annuals, vegetables and herbs
- Water plants
- *Acer japonicum*, *palmatum* and *shirasawanum* (Japanese maples)
- *Callicarpa* (beautyberry)
- *Campsis* (trumpet vine)
- *Cercis* (redbud)
- *Cytisus* (broom)

(plants and circumstances excluded from guarantee, con't)

- *Daphne*
- Fruit trees (peaches, sweet/sour cherries, apricots and plums)
- *Hibiscus* (rose of Sharon)
- *Hydrangea* (oakleaf varieties)
- *Hypericum*
- *Ilex* (evergreen holly)
- *Laburnum* (golden chain tree)
- *Leucothoe*
- Living Christmas trees
- Nut trees
- *Oxydendrum* (sourwood/sorrel)
- *Pieris* (Japanese andromeda)
- Roses (except *rugosa*, *rugosa* hybrids and Canadian Explorer)
- *Sciadopitys* (umbrella pine)

## Returns

Due to the perishable nature of plants, we will accept unwanted plants for return **only in their original condition** and **only up to 48 hours after purchase**. Please bring your sales receipt and the plant back to us, and we will issue you a store credit.

## Planting guidelines

1. Dig a hole 2-3 times the width of the root ball. The hole should be almost as deep as the root ball, but no deeper.
2. When the plant is in the hole, the root ball should be about 2" above the existing ground level.
  - a. If the root ball is in a container, remove the container and cut 4 or 5 shallow vertical slashes into the root ball to break the pattern of the circular root growth.
  - b. If the root ball is in natural burlap, put the plant with its burlap into the hole so the top of the root ball is about 2" above the existing ground level. Remove any ropes and the top 1/3 of the burlap.
  - c. If the root ball is in a wire basket or cage, put the plant with its basket/cage into the hole so the top of the root ball is about 2" above the existing ground level. Cut away or bend down the top section of the wire basket/cage when the plant is in the hole.
  - d. **DO NOT try to remove the all of the burlap or the entire wire basket/cage.**
3. Back fill  $\frac{3}{4}$  of the way to the top of the root ball using the existing soil dug from the hole enriched with compost (like Coast of Maine Quoddy) or planting mix (like Coast of Maine

Penobscot). We recommend a ratio of about 25% compost/mix to 75% existing soil. We also recommend using mycorrhizae or root stimulator as instructed on the packet.

4. Fill the remainder of the hole with water **twice**, then back fill to the top of the hole with soil (NOT the top of the root ball, which should remain 2" clear above the soil) and water again.
5. Tamp soil lightly around the root ball and leave a ridge of soil around the edge of the hold, forming a basin to hold future waterings.
6. In windy sites, larger plants should be staked, but they should be able to sway with the wind to stimulate root growth.
7. Apply mulch about 2" deep or level with the top of the root ball. **Keep mulch 2-3" away from the main trunk/stem.**

