



Our Warranty – We want you to be successful!

We want you to be successful with the high-quality plants that you take home from our nursery. We promise that the plants you are purchasing from us are healthy, true to name, and painstakingly cared for. We encourage you to ask questions and share your planting plans, as plants are not hardy to every location they may be planted in. We welcome conversation about your space and design goals so that we may provide you with helpful information to bring about success.

Most problems with newly planted plants arise within 120 days of planting. It is your responsibility to contact us at the first sign of trouble so that we have the opportunity to discuss adjusted care methods that can save your plant. You must give your plant adequate opportunity to break winter dormancy; Second Nature at Reads Creek reserves the right to require that a plant be cared for until June 15th before a final determination is made.

When things don't go right, we are here to help. Defective nursery stock sold by Second Nature at Reads Creek will be eligible for a plant credit within one year of purchase. **Please provide your receipt and the failed plant for credit.** Plant credits may be used to purchase a replacement plant and will be issued one time only. The warranty does not include delivery or installation of the plant.

Second Nature at Reads Creek cannot be financially responsible for loss due to circumstances beyond our control. We do not replace plant loss due to neglect, animal damage, winter loss, severe weather, unusual acts of nature, or plants installed in soil or sun conditions other than those recommended.

Excluded from this Warranty are:

- Plants that may have suffered in appearance but are capable of recovering with proper care.
- Herbaceous perennials, roses, sod, annuals, vegetables, houseplants, live Christmas trees, and plants planted in containers such as window boxes, planters, etc.
- Plants damaged by conditions beyond our control such as improper or delayed planting, insufficient care, extreme weather, insects, disease, animals, mechanical injury, winter damage, natural disasters, etc.
- Plants designated and labeled as Not Warrantied (i.e Japanese Maple.)
- Plants purchased at Clearance, Pallet, Tent, or Final Sale prices.
- Plants purchased with a warranty credit or warranty merchandise credit.
- Plants for which you do not have a valid Second Nature at Reads Creek receipt.
- Plants growing on your property that have been transplanted by Second Nature at Reads Creek.
- Plants that skip a flowering cycle (biennial.)

Please notify us of a problem right away so that we may help you with a solution and answer your questions regarding plant care. Please provide your printed Second Nature at Reads Creek Receipt and failed plant for any warranty or return claim. Your success is very important to us.

Dormant or Dead?

During the late fall through the early spring months, deciduous trees/shrubs (most fruit, flowering, and shade) will drop their leaves and go dormant, making them appear as though it is a “stick in a pot.” These plants are entirely healthy and are completing a vital part in their growth cycle but may exhibit browning leaves, sparse leaves, or no leaves at all. Planting during dormancy puts less stress on the plant and allows the plant to focus on root growth, giving it a head start in the spring. If you receive a plant during this time and would like to ensure the plant is in fact dormant, simply perform a scratch test on the tree. To perform a scratch test, use your thumbnail or a knife and gently scrape a small part of the outer gray-brown bark from a twig or branch. Directly inside the outer bark on healthy trees/shrubs you’ll find a nice green layer, called the cambium. If you continue scratching away the thin green layer, you’ll see the whitish inner wood. The presence of the green layer indicates life in the plant. Second Nature at Reads Creek will not accept any claims of death loss until the plant is given adequate time to come out of dormancy.

Bare root material can ONLY be handled when it is dormant. We take great care to protect bare root plants during this vulnerable time and we may even purposefully keep the trees dormant longer in the spring. Upon receipt of your bare root trees, it is always best practice to perform a scratch test prior to planting. To perform a scratch test, use your thumbnail or a knife and gently scrape a small part of the outer gray-brown bark from a twig or branch. Directly inside the outer bark on healthy trees/shrubs you’ll find a nice green layer, called the cambium. If you continue scratching away the thin green layer, you’ll see the whitish inner wood. The presence of the green layer indicates life in the tree. Failure to produce leaves or buds on the tree is not a sufficient determination if the tree is alive and/or viable as some bare root trees spend a growing season reestablishing their root system before producing leaves. To make a claim or if you need assistance in determining the results of your scratch test, please photograph the results of the scratch test (per tree) and email to info@secondnatureatreads creek.com.