

Shady Hill Greenhouses & Nursery Nursery Stock Guarantee Policy

Trees and Shrubs installed by Shady Hill Greenhouses are guaranteed for one year from the date of installation.

Trees and Shrubs installed by the customer are guaranteed 100% for 3 months from the date of purchase, and 50% for the remaining 9 months, providing plants are installed and maintained according to the planting instructions provided at the time of purchase.

Shady Hill Greenhouses is not responsible for replacement of trees and shrubs that have not been properly maintained (not planted correctly, over or under watered, etc.), natural disasters such as storms or floods, or damage by snow plows, etc.

If a problem begins to develop, such as yellowing of leaves, no new growth, etc, please contact us and let us know of the problem immediately. We can then attempt to diagnose the problem and possibly avoid loss of the plant. We cannot guarantee trees or shrubs that are known to be under stress for which no corrective action has been taken.

For guarantee to be valid claims of tree/shrub losses must be made before the end of the guarantee period and customer must provide their original Shady Hill Greenhouse receipt as well as the original nursery stock identification tag. Both the sales receipt and identification tag must be returned to receive store credit or replacement.

For purchases installed by Shady Hill: For plants purchased at retail price, a one-time plant replacement of equal value or a store credit for 100% of the purchase price of the tree or shrub will be provided. For plants purchased on sale, a store credit for the amount paid for the tree or shrub will be provided.

For purchases installed by the customer: For plants covered by the first 3 months, a one-time plant replacement of equal value or a store credit for 100% of the purchase price of the tree or shrub will be provided. For plants covered by the next 9 months, a store credit for 50% of the purchase price will be provided.

Trees and Shrubs will not be replaced more than once and the guarantee does not apply to any replacement plants.

Trees and Shrubs on sale installed by the customer are excluded from the guarantee. This guarantee does not apply to annuals, perennials, roses, seeds, bulbs, mums, or any products other than trees or shrubs.