



Warranty Coverage and What It Means

We stand behind the quality of our nursery stock and want every customer to have the best chance of success. Eligible woody shrubs and trees are covered by a one-year limited warranty from the original date of purchase when they are planted in the ground and cared for according to recommended planting and watering practices.

What Is Covered

- Woody shrubs and trees were purchased from Valley Nursery.
- Plants that fail to survive within one year of the original purchase date despite proper planting, watering, and care.
- Coverage is limited to the amount paid for the original plant, after discounts, coupons, or sale pricing.

Warranty Remedy

If an eligible woody shrub or tree dies during the warranty period, we may provide a one-time replacement plant of equal value or issue store credit for the original purchase price. Cash refunds are not provided under this warranty. Replacement plants and plants purchased with store credit are not covered by an additional warranty.

How to Make a Warranty Claim

- Bring the original sales receipt or proof of purchase.
- Provide the original plant tag, if available.
- Bring the plant to Valley Nursery for evaluation.
- Submit claims within one year of the original purchase date.

Customer Care Responsibilities

Plants are living products and depend on suitable site conditions and regular care. Customers are responsible for proper planting, consistent watering, appropriate sunlight exposure, soil preparation, mulching, and protection from damage. If a plant appears stressed, customers are encouraged to contact us early so we can help troubleshoot care issues before the plant declines further.

Exclusions

This warranty does not cover annuals, perennials, ferns, grasses, houseplants, tropical plants, vegetables, herbs or woody herbs (example: rosemary and lavender) bulbs, seeds, hanging baskets, custom containers, seasonal décor, clearance items

marked final sale, or any plant not identified as an eligible woody shrub or tree.

- Improper planting, watering, fertilizing, pruning, or maintenance.
- Drought, freeze, severe weather, flooding, fire, wind, or other acts of nature.
- Animal damage, pest damage, disease introduced after purchase, vandalism, or mechanical injury.
- Plants kept in containers, left above ground, or not planted in the ground.
- Plants installed in unsuitable locations or outside recommended hardiness, light, soil, or drainage conditions.
- Normal transplant stress, seasonal leaf drop, minor dieback, or plants that are still viable and expected to recover with proper care.

Our Commitment

Your success is very important to us. We stand behind the quality of the plants we sell and are here to support you every step of the way. Whether you have questions about selecting the right plant, proper planting techniques, or ongoing care, our knowledgeable staff is always happy to help. We appreciate your trust and look forward to helping your landscape grow.

