

Falk Nurseries

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Tree and Shrub Warranty and Customer Support

Lifetime Customer Support

- **Education.** Our primary goal is your gardening success. Education saves time and money by avoiding replacement of dead plants and having to restart. We will help you understand best practices and problem solve issues that arise as you help your plants thrive.
- **Communication.** Contact us early and often. We are here to provide expert help and advice, and we strive to find the right solutions for your situation. Email helps us remember your details best.
- **Awareness.** If a tree/shrub dies, we need to figure out the causes to prevent future failures, so we will ask a lot of questions to help you. Continually watch your plants for anything unusual. Review this care sheet regularly and follow the steps necessary to be covered by warranty.

Steps to Success:

1. Plan

Our sales staff are trained to help you select the right tree/shrub for your yard, and our advice may be different than Canada-wide resources. Soil type, moisture, exposure to wind and cold, competition from other plants, and sunshine are all elements that need to be considered, and different species and varieties have different tolerances. We strive to sell the best-suited plants for Manitoba.

2. Prepare

Container grown trees/shrubs may be planted whenever the ground is not frozen. For better growth, remove nearby weeds; tilling, spraying, or pulling out roots. Amend heavy clay and saline/alkaline soils. Keep trees/shrubs protected during transport (ie. lay tall trees down in a truck box). Keep them shaded until planting, and water if there is a multi-day delay before planting.

3. Plant

- Dig a hole twice as wide as the container (3x for poor soils) and as deep as the root ball. Avoid digging in wet clay; it can create impermeable walls. Rough up the walls to reduce root binding.
- Gently remove the plant by tipping the pot on its side and applying constant, even pressure. Allow it to dry for 24-36 hours if it is too difficult; tip small pots upside down and hold the soil with the palm of your hand. **Do not damage the root ball** – the fine white feeder roots are fragile.
- Place the root ball in the hole; position it so your plant looks great from its regular viewing angle.
- Loosen the soil at the bottom of the hole beyond the root ball, making a ditch. Backfill with soil; if your soil is poor, mix it 50% with good quality soil, or 30% peat moss. After backfilling about 1/3 of the hole, add bonemeal, mycorrhizal fungi or other recommended fertilizers. Our staff can recommend amendments for your situation. Amend a second time 2/3 up for larger root balls.
- Once the hole is filled, firmly press it down without compacting the soil; allow no more than 1/2" of soil above the root ball. **Do not plant deeply** (except willows) – stems may rot and kill the plant.
- Build a watering ring (dike) around the hole 4" above grade with a 2'-3' diameter, then fill the ring with water so it will drain down and water the root ball. This is most important for larger trees, though dry and sloped planting locations may also benefit.
- Apply 2"-3" of mulch in the planting area, or use a large weed disc to reduce weeds and help retain moisture. In a very wet year, mulch may need to be temporarily removed to help dry out clay soils.
- Stake if necessary, particularly taller trees in windy areas. Use 2 or 3 stakes, depending on the size of the tree and windiness of the area. The trunk should be able to move with the wind – if it is held too tightly the trunk may snap in high winds.

4. Provide

Plants are more like pets than furniture – they need food and water in the right amounts to survive.

- Water at intervals according to your specific plants' needs. Most need a thorough soak every 3 – 5 days, depending on the weather and soil conditions. Slowly fill the watering ring and allow it to soak down; generally use a ratio of 1 gallon of water to 1 gallon of pot size. **The soil must dry out between waterings.** Overwatering is a common cause of death, but a hot and sunny location and/or sandy soil requires more water. If leaves start wilting, stick your finger 3” down in the soil by the root ball. If the soil is sticky enough to roll into a ball, it is moist enough. If it is hard, dry and crusty 3" down it needs water. **Water thoroughly at intervals** – this causes the roots to grow deeper.
- All plants need nutrients from the soil, and often our soils are lacking. Trees/shrubs benefit from annual fertilization. We sell different fertilizers suited to different soils in Southern Manitoba; we can help you choose the right one. There may be specific deficiencies in your soil that usually shows up through discoloured leaves or poor growth. Email us for help specific to your situation.
- Pruning may be beneficial – check out our website for more information.

5. Protect

We focus on hardy trees/shrubs that can survive our Manitoba winters, but young hardy plants may need winter protection, particularly in areas that are windy and open to the North or West. Most trees benefit from **tree wraps** which protect stems from rodents, provide shelter from wind, and reduce sunscald and frost cracking. **Woodchip mulch** protects roots during cold weather without snow cover. Surround evergreens with **burlap fences** (not touching the needles) to reduce sun and wind burn. Our staff can provide information that is specific to your particular variety, and when in doubt call or email.

Growing Season Warranty

- **Pre-growth Warranty:** All trees/shrubs purchased before leafing out in spring (before new growth in evergreens) may be returned for a replacement if they do not leaf out at all. A pro-rated in-store credit is available if more than the top 20% of a tree does not leaf out. After the tree/shrub produces new growth for the season, standard growing season warranty applies.
- **Standard Warranty:** Most trees/shrubs are warranted against death for the first growing season. If your plant has died, **contact us first** in case it is only dormant, preferably via email with a picture and description. If we determine it is covered by the standard warranty, **you must bring in the sales receipt along with the dead plant**, and we will replace it with a healthy plant of equal value. All plants **not** covered by standard warranty are marked on signs and asterisked (*) on your receipt.
- **Labour:** There is no warranty on labour.
- **Exclusions:**
 - Damage due to natural disasters or extreme weather conditions, or caused by animals, insects, or humans (wrongdoing, vandalism, negligence, etc). Most plants die from under- or over-watering, so please follow directions and contact us with questions.
 - *Standard warranty lasts until October 31 of the purchase year.
 - Sales items are **only** covered by pre-growth warranty.
 - *Evergreens are **only** covered by pre-growth warranty. They require extra care because they do not signal stress as quickly as deciduous plants (ie. needles fall 3 months after stress).
 - Fringe/specialty trees/shrubs are only covered by pre-growth warranty, typically plants that are semi-hardy or top-grafted products. They are all clearly marked on signs and receipt.
 - Trees/shrubs already replaced once on warranty are not covered – warranty is **one time only**.
 - Annual flowers, vegetables or perennials are not covered by any warranty.

***Ask about our new Extended Warranty Program for winter and evergreen coverage!**