

Our Warranty

Returns + Exchanges: We will only accept returns and exchanges on trees and shrubs within 10 days of original purchase if they have not been planted or removed from their pot, and are in their original condition (e.g., not stressed due to over- or under-watering) upon inspection. **No cash back** - in-store credit only.

Standard Warranty Quick Overview:

- Receipt & plant must be presented for warranty to apply

Which Plants ARE Covered by The Standard Warranty?

- Regularly priced, winter hardy Trees & Shrubs

Which Plants Are NOT Covered by The Standard Warranty?

- Annuals, Veggies, Perennials, winter sensitive Trees & Shrubs, Evergreens, Trees & Shrubs on sale or Bulk Discount

The Duration of the Standard Warranty:

- Standard warranty lasts one growing season, which is from the day you buy the Tree or Shrub until October 31st of that same year

What the Standard Warranty Covers:

- Plant was bought in a dormant state and never leafed out or more than 1/3 of the plant did not leaf out
- Plant was properly planted and cared for, but still died

What the Standard Warranty Does NOT Cover:

- Damage due to natural disasters or extreme weather conditions
- Damage caused by animals, insects, or humans (wrongdoing, vandalism, negligence, etc.)
- Manitoba winters
- Improper care (transportation, planting, watering, fertilizing, winter protection etc.)
- Planting labour & Delivery
- A living plant with aesthetic issues (these can be solved)
- A plant that has already been replaced once

Extended Winter Warranty Quick Overview:

- Receipt, Extended Winter Warranty paper, & plant must be presented for warranty to apply

Which Plants CAN Be Covered by The Extended Winter Warranty:

- Regularly priced, winter hardy Trees & Shrubs, & 4'+ Spruce Trees

Which Plants are NOT Covered by the Extended Winter Warranty:

- Annuals, Veggies, Perennials, winter sensitive Trees & Shrubs, most Evergreens, Trees & Shrubs on sale or Bulk Discount

The Duration of the Extended Winter Warranty:

- Extended Winter Warranty begins on November 1st of the purchase year and finishes on June 30th of the following year

What the Extended Winter Warranty Covers:

- Plant was properly planted & cared for but still died
- Plant died due to Manitoba winter weather

What the Extended Winter Warranty Does NOT Cover:

- Damage due to natural disasters or extreme weather conditions
- Damage caused by animals, insects, or humans (wrongdoing, vandalism, negligence, etc.)
- Improper care (transportation, planting, watering, fertilizing winter protection etc.)
- Planting labour & Delivery
- A living plant with aesthetic issues (these can be solved)
- A plant that has already been replaced once

Purchasing the Extended Winter Warranty:

- The Extended Winter Warranty is available for purchase at the time you buy your Trees & Shrubs or for one week after the purchase of your Trees & Shrubs
- The Extended Winter Warranty costs 40% of the price of the plant

1. Why No Warranty on Certain Items & Why Are Some Items Not Eligible for the Extended Warranty?

***Anything that is not covered by our standard warranty or not eligible for the Extended Winter Warranty is clearly marked on their sign & on your receipt.**

Annuals & Perennials:

- They can deteriorate extremely quickly without proper care (e.g., left without cover and hit by late spring frost; or hanging baskets in hot windy conditions may need water twice a day)
- If not planted immediately they can be over/ under watered as they have small volatile root compartments unlike large trees in large pots
- They are not as expensive or long-term as Trees & Shrubs

Winter Sensitive Trees & Shrubs:

- Buying a winter sensitive tree or shrub and having it thrive is not an impossible feat; do not be discouraged! However, they do require extra care & attention
- We will give you all the info & support you need to have these plants flourish on your yard but sometimes they just cannot make it through our winters (can you blame them?!)
- Due to the extra risks, these plants are not covered by our standard or extended warranty

Evergreens:

- Evergreens do not signal stress as quickly as deciduous plants. Once they start dropping needles the problem has probably been there for 2-3 months
- Cedars, for example are specifically a fickle bunch on the prairies. Love the look, hate the high maintenance. If they dehydrate or have winter burn even once, they take years to recover... if they can. Having Cedars thrive on your yard is not impossible we simply do not encourage them unless you value the extra effort
- And due to the extra risks they are not covered by our standard warranty and most evergreens are not eligible for the extended warranty

Bulk Discount & Sale Items

- You get spectacular deals when we put plants on sale or sell them in bulk quantities. Most of our sale items are cheaper than the average pizza! Some are cheaper than a specialty coffee!!
- We only put hardy plants we trust on sale and bulk discount
- You get such a good deal you can buy another one if the first one did not work (for some strange reason) and still save money!

2. Why is Winter Warranty Extra & Not Included in the Standard Warranty like Some Other Greenhouses offer?

To be totally honest, it's our pricing. We typically sell our plants at a lower price point than other greenhouses do. We could increase our prices to cover the chance of needing to replace trees for free, but that does not seem fair to us when with the right resources and support, you should not need to replace your plants. For customers who like the extra protection, we have the extended warranty as an option.

We are careful to supply and recommend only Manitoba's hardiest trees & shrubs. We do our research, if a plant is unlikely to make it through our tough winters, we do not keep them in stock. If a plant can make it through the winter but requires extra work, we make sure you are fully aware and prepared before selling you the plant.

3. What Are the Dangers of Manitoba Winters?

- No snow - roots can freeze out
- Severely cold temperatures can damage even normally hardy plants
- Extreme wind exposure can damage plants
- Strong sunshine in February through April can burn Evergreens and tree trunks
- Extreme wet, dry, or cold weather in fall can cause stress going into winter and seriously affect the hardiness of the plant

4. Why No Warranty on Improper Care?

This brings us back to the fact that plants are living things, like pets, they require responsibility from their owners. Unfortunately, unless we raise our prices significantly, we simply cannot afford to cover all the possible mistakes. We would rather sell you a product at a great price and support you, than charge you an arm & a leg and give you warranty you do not really need. Every tree or shrub that leaves our doors goes out with a care sheet. We will not let you leave without one, even Sheldon's mom gets them, and she is the one who taught him how to plant! We are determined to make sure you have the info you need to care for your plants properly. Here is a list of the three most common mistakes:

First oops:

- Watering heavily once a day in average weather conditions, can lead to death by drowning

Second oops:

- Leaving the plant in a hot dry place or for more a day or two without water can lead to death by dehydration

Third oops:

- No sufficient dike. Plants must not only be watered regularly but enough and not too much. Without a dike the water does not stay near the plant nor can you tell if it received enough

We have further detailed information and instructions on the care sheet that comes with your trees and shrubs and on the Plant Care page of our website. You can always call or email us with questions. We are here for you, do not hesitate to reach out!

5. Why No Warranty on Damage by Animals or Insects?

Animal damage feels so unfair when it happens, however there are ways to prevent it! Be aware of your yard and what sort of wildlife you have wondering around. We can inform you of which plants attract wildlife the most and how to protect them. Again, with the right resources you should not need to pay extra for warranty when you can take care of the potential problem yourself.

We will not sell you an unhealthy plant. If something in our stock looks suspicious it is sent to the back for observation. Insects and disease can move in quickly, this often happens if the plant is already stressed (dehydrated or over watered plants are particularly susceptible). We encourage you to be proactive if you see an issue, email us pictures and it is likely we can give you a solution. This is an issue that is typically avoidable and solvable.

Explaining Our Warranty

Our greatest desire is your success with our plants. We are always available for questions, and we will do our best in going above & beyond to provide you with support!

Warranty is a tricky thing with plants as they are a living product; they could be compared with purchasing a pet. Plants require the same attention & regular care that a pet does. Some pet stores have a 48-hour warranty on fish & a 1–2-week warranty on cats & dogs. For all the farmers in our area, hogs have a 24-hour warranty and baby chicks have 7 days.

We know that trees & shrubs can add up to a large purchase, and we understand well the frustration that comes when a product does not survive. With that in mind we want to give background to our warranty and why it is the way it is.

We hope this explanation helps you understand Falk Nurseries a little better.

Sincerely,

Sheldon Falk