



1720 Shiloh Rd. Billings, MT • (406) 656-5169 • www.sylvannursery-mt.com

Nursery & Landscaping

Balled & Burlap Tree Guarantee Policy, Care & Planting Guide

Sylvan Nursery will replace Balled & Burlap Trees at ½ the original purchase price, for 1 year from the date of purchase.

- There is **no guarantee** and **no returns** on **discounted** plants (customer volume discounts are excluded from guarantee exemption).
- **Keep your sales slip.** Sales slip or other proof of purchase must be presented to receive credit.
- B&B trees sold in the spring **before they leaf out** are guaranteed to leaf out. If they don't leaf out, you will be credited for 100% of your original purchase price. Claims must be reported to us no later than **June 30th** of the purchase year to receive credit.
- The dollar amount received from a credit on a plant warranty may be applied to another purchase, but in **no** case do we give **cash refunds**. New plants purchased with a warranty credit will **not be warranted**.
- If we have had numerous reports of losses with a particular plant, we may at our option replace it at 100%.
- In some cases we may not be able to replace plants until the following spring.
- **Guarantee is for one time replacement.** Trees are guaranteed to be healthy and true to name. If problems persist, it usually indicates something is wrong with the site, planting, or care.
- Sylvan Nursery has no control over the way plant materials get transported by a customer, Sylvan Nursery cannot warranty any damages plants incurred due to a customer's mishandling.

Home visits and inspection policy: If you are having problems with any of our plants, we do encourage you to call or bring in a sample. Our Horticulturists on staff will do all they can to answer your questions.

- First home visit** on plants purchased within the year from us, **No Charge**.
- All other visits on plants purchased from us, **\$25 per call**.
- Plants **not** purchased from us, **\$35 per call**.
- Insurance appraisals** for damaged plants, **\$40 per hour**.

The guarantee does not cover animal & insect damage, herbicide damage, weather damage, over or under watering, fungal & bacterial damage, or physical damage from lawn mowers or weed whackers.

Trees which die back 1/2 or more of their original height are subject to replacement during the guarantee period.

Note: Don't expect too much of your plants the first year. The first year they are busy putting down roots and you should not expect much top growth. The foliage may not even look very good the first year. Remember the goal for the first year is just survival. Most will take off the second growing season.

Planting & Care Guide for Balled & Burlap Trees

Planting: Proper planting is the key to successful and healthy trees.

- Plant as soon as possible. However, if you are unable to plant, the tree will keep for a week, if a plastic bag is kept around the root ball. It will keep longer in cold or damp conditions. When moving the tree, always carry or roll by the root ball, never by the trunk of the tree.
- Dig the hole 2x wider than the diameter of the root ball and only deep enough so that the tree will be at the depth as grown at the nursery or 1-2" above the soil level. If you are digging the hole before delivery of the tree get the approximate measurements of the root ball at the nursery.
- Measure the depth of the basket and adjust the hole to the proper depth before dropping the tree in the hole.
- The width of the hole should be big enough to allow at least 6 inches of fill all around the root ball. This makes it easier for horizontal root growth.
- Remove 1/3 of the wire basket from the root ball. Place the tree in the center of the hole. Large heavy balls usually can be rolled to the side of the hole and gently slid into place.
- Remove the remaining wire from the root ball. Also remove 1/3 of the burlap from the top of the root ball and ensure all twine and tags are removed.
- We recommend using a plant starter fertilizer and mixing 1/2 of the existing soil with new compost and backfill around the root ball.
- Saturate the new planting in three areas around the root ball with your hose on a trickle. This will cause the backfill to sink and compress some. Add more back fill to the areas that sunk.
- Place about 2"-3" layer of mulch around the surface of the planting. Do not pile mulch up against a tree trunk or root flare.
- Water in the tree again running the hose on a trickle.

Initial Care: Special care is necessary the first few years, until the plant is well established.

- Maintain the watering at least 2 years after tree is planted. Keep grass and weeds from growing around the plant.
- Trees and shrubs require an 1" of water a week. During hot and/ or windy weather check trees for additional watering needs.
- **Over watering** can be just as harmful as under watering. It reduces the oxygen supply to the roots which is necessary for root growth. Check soil moisture frequently.
- **Do not over fertilize the first year.** You can always add more later, but too much will kill the tree. If manure is used, make sure it is well rotted, at least 1 to 2 years old.
- Staking is not usually necessary, except on very windy exposed areas. If you stake the tree, protect the tree trunk from damage.
- Fertilizers may be applied in early spring and about the first of August to improve growth or color (Miracid for evergreens).
- After the first year water about twice per month as described above. Lawn sprinkling is seldom sufficient.
- Water well in the fall as so trees have sufficient moisture throughout the winter. This is especially important with evergreens.

Tree Planting Diagram:

