



## Installation of Trees & Shrubs Disclaimer

Countrybrook Farms does not install and/or warranty any plant material that is not sold by Countrybrook Farms. Countrybrook Farms does not install plant material that retails under \$150 unless it is part of a bulk order that exceeds \$150. The cost to install any tree or shrub is **100% the retail value** of the plant material. For example, if a tree retails at \$300.00, the cost to plant it is \$300.00, giving you a grand total of \$600.00 for the plant and its installation. Certain projects are billed at an hourly rate due to adverse conditions. Countrybrook Farms reserves the right to refuse to plant. If the site is not suitable, our staff will make every effort to recommend a better area. If this cannot be done a store credit will be issued. This installation service is for soil and minor rock excavation, not boulder or stump removal. Countrybrook Farms is not responsible to fix or pay for any underground damages that may occur during the excavation process (irrigation, dog fencing, drains, electrical etc.) If damages occur that cause Countrybrook Farms to stop a project and come back at a later date, there will be a fee assessed for the situation.

With the installation of a tree or shrub in Hudson, or surrounding towns **in New Hampshire**, you receive:

- Initial on-site job survey
- One Free delivery (the truck that comes out with the machinery is of no charge, there is a fee if a second truck needs to deliver plant material)
- Application of starter fertilizer
- Initial application of Root Stimulator (Root Stimulator should be applied once a week for 3 weeks every spring and fall. The customer is responsible for the following 2 treatments after Countrybrook Farms' initial application)
- Proper soil amendments
- Mulching to help retain moisture
- Best plant facing/branching structure placement at time of planting
- Root Flare is exposed (proper depth of tree for planting)
- Wire cage & burlap on root ball is removed as needed or until the removal causes damage due to a loose or deteriorating root ball
- **A one year warranty in regards to the following:**

Countrybrook Farms will warranty to the original purchaser, the survival of trees and shrubs that we install for one (1) year from the time of purchase. For the first 6 months the plant material is 100% covered, the following 6 months the plant material is 50% covered. This warranty is honored providing that proper watering and care is maintained by the customer. We will only honor a one year warranty given that Countrybrook Farms is contacted at the *first* sign of possible plant decline. This one year warranty is limited to the original purchase value of the plant material. **We do not warranty the full retail value of a discounted item.** For example, if you purchase a \$400 tree at 25% off, your warranty will cover the purchased value, in this case being \$300.

**Costs of labor & delivery are not covered under this warranty.**

**This warranty does not cover and is not limited to the following:** damage due to abnormal weather, insect damage, disease, negligence, abuse, branch dieback or breakage, winter damage, and failure to blossom/fruit or other acts of nature that mankind cannot control. We do not warranty plants which die during the summer due to watering bans. We do not warranty annuals, perennials or transplanted plant material.

The installation fee is for planting on **level ground** that has no other variables. This fee covers our time to excavate a simple hole and install the plant. It can be difficult to determine whether or not there are any obstructions in the ground, such as boulders (too big for removal), ledge, irrigation lines, dog fencing and existing/old tree roots. If we run into things of this nature, we will dig another hole as close to the desired area as possible. If the homeowner wishes to continue installation where the obstruction lies, additional equipment may be required.

Therefore we will charge at an hourly rate suitable to the job.

If your installation takes place in an area that is already covered w/mulch or stone, we will do our best to maintain the quality of the existing ground cover to be re-spread when the planting is complete. However we are not responsible to source a color or brand of mulch or stone we do not carry to touch up the area worked on. If you the customer has access to extra mulch or stone and want to have it available at the site of the planting we would gladly touch up the area where we worked.

While we use heavy equipment to accomplish our installations, we do multiple things to protect your property from our equipment. It is our practice to make it look like we were never on your property when we are done planting. Countrybrook Farms is not liable for any residual impact from our time spent installing your plant material (depressions in lawn, machine tracks, scuff marks etc.). Some projects have circumstances that damage to your property is unavoidable. The repair work for jobs like this will be priced into the job as an extra fee if necessary.

## **Additional Costs**

*On top of the original installation fee*

The installation fee covers the simple excavation of a hole and the planting. Any need or desire for mulch beds to be created, edges cut, irrigation to be moved, extra mulching, hindered access to the planting site, excessive clean up (spreading loam for reseeding), soil/yard waste removal and/or extra soils to be brought in for the job at hand are all an extra fee. The majority of this can be assessed by having an on-site survey

## **Disposal & Removal Fees**

When the planting takes place, there are usually 2-3 wheelbarrows worth of soils (per tree) leftover of sand, rocks and other things that are not necessary to plant with. We prefer to dispose of any excess soils on your property. If you do not have an area to dispose of the soils, Countrybrook Farms offers this service for the following fees:

- Soil Waste equivalent to 1 cubic yard or less - \$50.00
- Soil Waste equivalent to a full truck (5 yards) - \$250.00
- Yard Waste equivalent to 4 cubic yards/less - \$100.00
- Yard Waste equivalent to a full truck - \$320.00

## **Scheduling & Planting**

Being a nursery & garden center is what comes first at Countrybrook Farms. Though we desire to plant as much as possible and want to take care of our customers, we DO NOT operate a full time landscaping/planting service. Sometimes the demands of our garden center make it challenging to be out scheduling & planting full time (especially in the spring time). When we are not able to plant ourselves we use trusted and reputable sub-contractors that plant to our high standards and expectations. All billing & communication will still be done directly through Countrybrook Farms. Not being a landscaping company and sometimes using an outside source to provide our customers with installation services, the logistics of coordinating multiple jobs may take several weeks in certain circumstances.

**AS THE CUSTOMER/PROPERTYOWNER, YOU ARE RESPONSIBLE & REQUIRED BY LAW TO CALL Dig Safe 1-888-DIG-SAFE, 1-888-344-7233 or dial 811.** Countrybrook Farms will not start your project until Dig Safe comes out to your property to mark all utilities and gives you a permit number. Please be aware that this is a free service provided by the state.



## Watering & Care Guide

Generally speaking, neither rainfall nor lawn irrigation will be sufficient to water plants for several growing seasons. Watering should be done on a regular basis, however, not every day. Watering is the most essential part of the process for successfully establishing newly planted trees and shrubs. During and after planting, all plant material should be thoroughly watered. The size of the root ball will determine the length of watering time. Lay a hose at the base of the plan and turn water on to a trickle (about the size of your little finger). The water should run from 30 minutes to 3 hours depending on the size of the root ball. A very large root ball may take longer. Between waterings the soil should be allowed to dry down 1"-2". This may take several days and will be weather related. If it is sunny, windy and hot you will need to water more frequently than if the weather is cloudy and cool. The only sure way to tell if your plant needs water is to stick your finger in the soil. If the soil has dried down 1-2", it is time to water again. Each watering should be deep and thorough.

As stated in the Installation of Trees & Shrubs Disclaimer, Countrybrook Farms will apply an application of Root Stimulator at the time of planting. For proper results there should be 2 more applications done by the customer once a week in the two following weeks. Root stimulator can be applied every spring and fall on the same schedule (once a week for 3 consecutive weeks). To give your horticultural investment the greatest ability to establish and live a long prosperous life, Countrybrook Farms does recommend applying "Super Thrive" plant hormone as much as once a week for the rest of the plants life. Along with Super Thrive there are many other types of fertilizers and plant foods that Countrybrook Farms carries. Proper **watering, fertilizing & feeding a newly installed plant are practices that must take place on regular basis and/or schedule for the first 3-5 years after the initial planting.** If you have any questions please contact Countrybrook Farms 603.886.5200



## Warranty and Replacing

### **A one year warranty in regards to the following:**

Countrybrook Farms will warranty to the original purchaser, the survival of trees and shrubs that we install for one (1) year from the time of purchase. For the first 6 months the plant material is 100% covered, the following 6 months the plant material is 50% covered. This warranty is honored providing that proper watering and care is maintained by the customer. We will only honor a one year warranty given that Countrybrook Farms is contacted at the *first* sign of possible plant decline. This one year warranty is limited to the original purchase value of the plant material. **We do not warranty the full retail value of a discounted item.** For example, if you purchase a \$400 tree at 25% off, your warranty will cover the purchased value, in this case being \$300.

**Costs of labor & delivery are not covered under this warranty.** Plant material purchased at 40% off or greater is not under any warranty even if Countrybrook Farms installs it.

### **This warranty does not cover and is not limited to the following:**

Damage due to abnormal weather, insect damage, disease, negligence, abuse, branch dieback or breakage, winter damage, and failure to blossom/fruit or other acts of nature that mankind cannot control. We do not warranty plants which die during the summer due to watering bans. We do not warranty annuals, perennials or transplanted plant material.

This warranty is limited to a one time only replacement of the tree or shrub. **This warranty does not cover the costs of the second installation.** In all fairness to the customer, if Countrybrook Farms must reinstall any plant material, the fees will be less than original installation price. The second installation will be billed out at an hourly rate for time, materials and delivery. Please be aware we are warranting a living organism, not an engineered and packaged good. Our installations are of high standards and because of this we have many satisfied customers. **Sometimes, in the world of nature, things just don't make it; therefore we honor a one year warranty on inferior plant material.**

- If Countrybrook Farms is contacted when the plant is dead and or no longer revivable, **no warranty will be honored.**
- Once Countrybrook Farms is contacted, a qualified representative will come out to your property to assess the situation.
- When the situation is assessed, Countrybrook Farms will implement proper pruning and fertilizing that will encourage revival for the declining plant. We will also provide you, the customer, with advice so that you can help sustain life within the plant.
- Countrybrook Farms will not replace any plant material unless we deem it necessary. With your cooperation, we will do everything possible to keep your plant alive and rebound from its declining state.
- We will only replace an item when the qualified personnel at Countrybrook Farms believe that we and the customer have done all that we can do, and the plant is no longer revivable. No matter how unsightly an aggressively pruned plant may be, it is still considered alive. Therefore, the tree or shrub still has full potential to come back the following growing season and is not considered worthy of a replacement.
- As you work with us to revive a struggling plant and we exceed your one year warranty time, we will still honor your warranty if all of our efforts fail to succeed.