



EAGLE CREEK NURSERY

Nature's Beauty. Our Design.

8160 Lafayette Rd. Indianapolis, IN 46278 Phone: 317-291-7660

RETAIL LIMITED WARRANTY

Thank you for your purchase of plants from Eagle Creek Nursery. **Please remember that plants are living entities and need care as such.** Success with your new plant is tied directly to the amount of care it is given. Eagle Creek Nursery has been in business since 1925 and has been very successful because we are honest and fair in our assessments on guarantee claims. Please call us with any questions you may have about plant care.

Eagle Creek Nursery guarantees plants as follows:

If planted by our professional landscape department, purchaser or others:

- One (1) year guarantee for **one (1) full replacement only.** *
- Replacements not guaranteed.

*see website link at bottom of page for further details

EXCEPTIONS to the warranty (plants not guaranteed) are annuals, mums (& any other plants designated not winter hardy at the time of purchase), plants not planted in the ground, and clearance plants (plants discounted 20% or more).

PERENNIALS are only guaranteed to last the season (Ending October 15th). This includes ornamental grass, rose, butterfly bush, peony etc.

NO CASH REFUNDS will be given on plants that fail. A store credit will be issued when a replacement is not possible or desired.

YOUR GUARANTEE IS VOID IF:

- **PAYMENT IS NOT MADE IN FULL WITHIN THE TERMS OF THE ORIGINAL AGREEMENT.**
- Purchaser has not notified Eagle Creek Nursery of **unusual or abnormal conditions of growth** (e.g., no leaves, leaves dropping, bark cracks, insects, etc.).
- **Plants die due to gross negligence** [e.g., **failure to water regularly** (more often during warmer temperatures (refer to Care Instructions for more information), failure to fertilize every two weeks during summer months, physical damage such as from mowers, weed eaters, cars, etc.).
- Plants are damaged or killed due to acts of nature such as lightning, tornadoes, drought, abnormal frost, ice storms and/or floods, etc.
- Plants are killed due to human or wildlife/animal damage.

GUARANTEE IS NOT TRANSFERABLE AND DOES NOT COVER FURTHER CARE OR MAINTENANCE OF THE PLANT. **CUSTOMER MUST HAVE ORIGINAL RECEIPT / INVOICE FOR REPLACEMENTS OR CREDIT.**

You may also send photos in a detailed email to help@eaglecreeknursery.com with warranty concerns.