

## iTrees.com Assurance™ Full Replacement Warranty

The iTrees.com Assurance™ Full Replacement Warranty covers all large caliper trees (2" to 4" caliper) which are installed by iTrees.com. We guarantee our trees to be true to the description or name under which they are sold. We guarantee to provide a tree that is alive and free of disease and pests. We will guarantee the tree and planting 100% from the date of installation for the warranty period designated on this warranty agreement assuming proper care by the customer.

Proper care by the customer includes following all *Tree Care Instructions* provided at the time of sale. We are not responsible for acts of God, animal damage, criminal actions, trees planted in an incorrect hardiness zone, or mechanical damage and trees displaying these symptoms will be void of warranty. Improper tree care by the customer, as established in the Tree Care Instruction, will void the warranty. We shall in no case be liable for any sum greater than the amount originally received for such nursery stock. Replacement trees will be used from our stock availability at the time of the replacement. You are only eligible for one replacement tree per tree originally purchased. Replacement trees will not be covered under any sort of warranty.

Trees must be planted and watered immediately after receiving them, and trees must be given adequate time to reestablish themselves after installation. For this reason no tree will be replaced until it has been in the ground at least one full year, or as long as deemed necessary by an iTrees.com representative. Trees shall never qualify for replacement during the same calendar year of which they were planted.

To qualify for a replacement tree credit, the customer must notify an iTrees.com representative previous to the ending of their warranty coverage. Customers must also perform a scratch test on the tree. This can be done by scratching the bark of the tree with a small knife about 2-3 inches above the soil. If the tree is green, the tree is alive and will be fine with continued care. If the tree is brown or black then it has died. Customers must take pictures of the scratch to submit with their replacement tree credit application. In addition to the scratch test, customers must also take pictures of the tree from several angles for submission.

To apply for a replacement tree credit, customers must submit the following information via email to [info@itrees.com](mailto:info@itrees.com), or via mail to PO Box 249, Morris IL 60450. A tree care professional will review the photos to determine if you qualify for a replacement credit under the iTrees.com Assurance™ Warranty, and the customer will be contacted about completing the replacement request. This process can take up to 2-4 weeks. The information that must be submitted is as follows:

- All relevant customer information (name, address, phone, order number, etc.)
- Dates that the tree was ordered, received, planted, and frequency of watering.
- Customers must perform a scratch test as described above, and include pictures of the scratch.
- Pictures of the tree from several different angles.
- Any other relevant information.

**Warranty Term** \_\_\_\_\_

**Customer Signature**

**Date**

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## iTrees.com Assurance™ Standard Warranty

The iTrees.com Assurance™ Standard Warranty covers all trees and shrubs which are not installed by iTrees.com.

If you receive a tree that has obviously been damaged during shipping, please notify an iTrees.com representative as soon as possible.

We guarantee our trees to be true to the description or name under which they are sold. We guarantee to provide a tree that is alive and free of disease and pests. In addition, we will guarantee the tree up to 50% of the purchase price for one year from the date the tree is shipped to your residence, assuming proper care by the customer. Proper care by the customer includes following all *Tree Care Instructions* provided at the time of sale. If a tree is determined to qualify for a replacement credit under the iTrees.com Assurance™ warranty, the customer will receive a credit toward a future purchase at iTrees.com for 50% of the value of the tree at the time of purchase, less any applicable taxes and/or shipping charges.

Trees must be planted and watered immediately after receiving them, and trees must be given adequate time to reestablish themselves after installation. For this reason no tree will be replaced until it has been in the ground at least one full year, or as long as deemed necessary by an iTrees.com representative. Trees shall never qualify for replacement during the same calendar year of which they were planted.

To qualify for a replacement tree credit, the customer must notify an iTrees.com representative previous to the ending of their warranty coverage. Customers must also perform a scratch test on the tree. This can be done by scratching the bark of the tree with a small knife about 2-3 inches above the soil. If the tree is green, the tree is alive and will be fine with continued care. If the tree is brown or black then it has died. Customers must take pictures of the scratch to submit with their replacement tree credit application. In addition to the scratch test, customers must also take pictures of the tree from several angles for submission.

To apply for a replacement tree credit, customers must submit the following information via email to [info@itrees.com](mailto:info@itrees.com), or via mail to PO Box 249, Morris IL 60450. A tree care professional will review the photos to determine if you qualify for a replacement credit under the iTrees.com Assurance™ Warranty, and the customer will be contacted about completing the replacement request. This process can take up to 2-4 weeks. The information that must be submitted is as follows:

- All relevant customer information (name, address, phone, order number, etc.)
- Dates that the tree was ordered, received, planted, and frequency of watering.
- Customers must perform a scratch test as described above, and include pictures of the scratch.
- Pictures of the tree from several different angles.
- Any other relevant information.

We are not responsible for acts of God, animal damage, criminal actions, trees planted in an incorrect hardiness zone, or mechanical damage and trees displaying these symptoms will be void of warranty. Improper tree care by the customer, as established in the Tree Care Instruction, will void the warranty. We shall in no case be liable for any sum greater than the amount originally received for such nursery stock. If a tree is determined to qualify for a replacement credit under the iTrees.com Assurance™ warranty, the customer will receive a credit toward a future purchase at iTrees.com for 50% of the value of the tree at the time of purchase, less any applicable taxes and/or shipping charges. Customers are only eligible for one replacement tree credit per tree purchased.

**Customer Signature**

**Date**

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## iTrees.com Tree Care Instructions

After your tree is planted the next step is to properly care for your trees to get the best possible results. Tree care is an easily manageable process.

### Watering

The most crucial part of tree care is watering. Newly planted trees require routine and thorough watering regularly for at least three years after planting. In general, trees need the equivalent of one inch of rainfall per week from June through September.

You must water your tree immediately after you plant it. You do not want to water your tree too much. This will cause the roots to rot, and the tree to die. Overwatering kills more trees than under watering. You will want to check the soil around the tree twice a week and water as needed. The best way to determine if you should water is to feel down in the soil about 6-8 inches. If the soil feels dry or just slightly damp, it needs water.

For sufficient water uptake to occur, the root ball of a newly planted tree must be kept moist, but not saturated. Heavy clay soils that have been compacted during construction activities severely restrict the movement of water and commonly lead to saturated conditions. Watering is not necessary during periods of adequate rainfall. You should not water more than two times per week for a total of 1 inch (approx 10-15 gallons). In sandy soils, water drains more easily, and up to 2 inches of water per week may be necessary to keep the soil moist. Carefully monitor the moisture level in the root ball of trees planted in sandy soils.

**Operating automatic lawn irrigation systems often result in continuously saturated soil which may cause severe root damage and tree death, lawn irrigation should not be used in the vicinity of a newly planted tree.**

The best way to water a newly planted tree is to place a garden hose at the base of the tree. Run a slow trickle of water for several hours or until the soil is thoroughly soaked. To help hold or direct the water around the root system, build a temporary soil berm or saucer. Avoid short, frequent watering, which promotes development of a shallow root system that is more vulnerable to drying out and other stresses.

There is a misconception that plants do not need water in the winter. Just before the ground freezes in late fall, give your tree a thorough watering. During mild winters, where temperatures are above normal and the ground thaws, give your tree periodic watering. It is a good idea to check your soil for moisture once a week during the winter and water as needed.

### Mulching/Fertilization/Pruning/Staking/Wrapping

Place 2 to 4 inches of mulch, such as wood chips or shredded bark, around trees. Mulch conserves moisture, retards grass and weeds that compete with tree roots, stabilizes soil temperature, adds organic matter to improve soil and protects tree trunks from mowers and weed whips. You should replace mulch every two years or so to maintain a three-inch thick layer. Mulch rings may be widened as the tree grows.

You really do not want to fertilize a newly planted tree for the first few years. The reason for this is you want the tree to spend the first few years putting out a good root system. Many fertilizers encourage leaf growth, not root growth. If the trees are growing poorly 2 to 3 years after planting fertilization may be beneficial.

Avoid the temptation to severely prune newly planted trees. Severe pruning reduces the tree's ability to manufacture food and actually slows plant growth. Newly planted trees require only corrective pruning. Remove structural defects, such as dead, broken, or crossing branches. Retain most of the lower branches to help stabilize the tree. The lower branches also provide food for the growing tree. Gradually remove the lower limbs as the tree grows during the first 5 to 10 years.

Staking is not required for most newly planted trees. Young trees standing alone with their tops free to move will develop stronger, more resilient trunks than tightly staked trees. Wrapping protective materials around the trunks of newly planted trees is usually not necessary. If you do decide to use a tree wrap, place it around the tree in fall (November) and promptly remove it the following spring (April).