



## Warranty / Guarantee Policy

Thank you for purchasing your plant material from FarWest! We appreciate your patronage. We strive to provide the highest quality, best cared for plants in the business. However, sometimes plants just don't make the transition from the garden center to the home landscape. If you have any concerns regarding the health of any of your plants, please contact us immediately. Email photos and concerns to [warranty@farwestlandscape.net](mailto:warranty@farwestlandscape.net). We are always happy to help with diagnoses, as well as recommend treatments and offer advice. If a plant you purchased from FarWest does perish, we would like to try to figure out what went wrong and issue warranty credit as appropriate.

### **Our Warranty Offerings:**

**90 Day Warranty.** Most trees and shrubs in 2-gallon or larger pots carry a 90-day warranty. Take your new plant home, plant it in the ground, and if it fails within the first 90 days, we'll provide a store credit in the full value of the failed plant. Some specific plants are excluded from this warranty - typically, this will be noted on your receipt. See below for details and exclusions.

**1-Year Warranty (Delivered & Planted).** As part of our planting service, you automatically receive a one-year warranty on eligible items installed by our team. This warranty includes both the actual price paid for the plant as well as delivery and installation of the replacement, up to an equivalent value. It extends for one year from the purchase date. In the case of trees and shrubs installed by FarWest with Myke, FarWest will cover the delivery and installation for the first year only - in years 2-5, the full cost of the plant will be covered, but not delivery or installation.

**5-Year Warranty (Myke).** When purchasing trees and shrubs in 2-gallon or larger sizes, you have the option to purchase Myke, a mycorrhizal product. When purchased on the same ticket as the plants and applied to the roots at the time of planting, this grants a generous 5-year warranty to your trees and shrubs. This warranty covers the full price paid for the plant, and extends for five years from the date of purchase. However, it does not cover delivery or installation of replacements. In the case of trees & shrubs installed by FarWest with Myke, the planting warranty will cover delivery and installation of replacements for the first year (up to an equivalent value.) If the plant was not installed by FarWest, or was installed by FarWest and fails after the first year, the full cost of the plant will be covered, but not delivery or installation.

### **Warranty Exclusions & Restrictions:**

- Plants in pots, containers, or planters are not eligible for warranty; only plants planted in the ground qualify.
- Plants in HOA common areas, at second homes or vacation properties, and other non-permanent residences are not covered.
- Plants discounted 30% or more are not eligible for Myke and 90-day warranties, but are covered by a 1-year planting warranty if installed by us. Please note that the warranty will cover the actual price paid for the plant, not the original retail price.

- Neglecting or abusing plants will void all warranties. If we can see that plants have perished from neglect or abuse, we reserve the right to void any and all warranties. This includes, but is not limited to, lack of water, overwatering, improper planting locations (e.g., shade plants in full sun), improper pruning, mechanical injury (e.g., mower damage), and chemical damage.
- Acts of nature, including frost, freeze, snow, lightning, and wind damage, are not covered. Damage from insects and other pests is also excluded.
- Plants outside of the Treasure Valley, such as those in Mountain Home, Idaho City, and Garden Valley, are not guaranteed. Manager's discretion will apply.
- Trees and shrubs purchased with a contractor discount are not eligible for warranty.
- Purchases made as a 'cash customer.' In order to receive a warranty, you must provide a name and phone number for your customer account.
- Warranties are one-time only; replacement plants do not carry warranty coverage. Plants purchased in part or in whole with warranty credits will be ineligible for warranty.
- Certain plant species and genera are ineligible for warranty. Please see our [exclusions list](#) for more details.

Please note that warranties apply to the original purchaser only and are non-transferrable.

### **Frequently Asked Questions:**

#### **My plant is declining or dead. How do I proceed with the warranty process?**

Start by emailing us at [warranty@farwestlandscape.net](mailto:warranty@farwestlandscape.net). Please include photos of the whole plant, where the plant meets the soil, and images of any specific concerns you might have. If you have the receipt handy, including a photo can speed the process and make things easier. If not, please include the name and phone number associated with the purchase. Please do not dig up or remove the plant from the ground before sending us photos.

#### **How are warranties issued? Do I get a refund on my card?**

All warranties are issued as a gift card or store credit in the full value of the failed plant, including sales tax. No cash, credit, or debit refunds will be issued for warranty claims.

#### **Should I bring the failed plant into the nursery to get my replacement?**

No need! In fact, please do not bring failed plants to the nursery unless the warranty team has specifically requested that you do so.

#### **Does the warranty cover delivery & planting of the replacement if our tree or shrub fails?**

If we complete the original installation and it fails within the first year, we will cover the cost of delivery and installation for the replacement, up to an equivalent value. If there is a difference in cost to install the new specimen, we will ask you to cover the difference only. Please note that the 5-year Myke warranty covers the full value of each plant, but does not include delivery and installation.

#### **What happens if our tree fails, and you don't have another one like it in stock?**

All warranties are issued as gift cards or as store credit - this means you can select whatever you want when you choose your replacement.