



## 5-Year Limited Warranty for Newly Installed Trees

### Coverage Includes:

- **Defects in Plant Material:** The warranty will cover the replacement of trees that fail due to inherent defects in the plant material provided by the nursery. This includes issues like genetic disorders, diseases present at installation or incorrect species identification.
- **Improper Installation:** If the tree dies or fails to thrive due to improper installation by the contractor (such as incorrect planting depth or damage during planting), the tree will be replaced.

### Exclusions:

- **Improper Watering:** This warranty does not cover trees that die due to insufficient or excessive watering or improper irrigation. Tree Diaper included with planting shall be kept around the tree, filled for the entire period of warranty. Damage to Tree Diapers shall be replaced at the expense of the homeowner or property manager, but you can get pieces at discounted rates from Arborist Solutions. It is the responsibility of the homeowner or property manager to ensure proper hydration of the tree according to the species' needs. Tree Diapers may need to be refilled up to weekly in the event of extreme weather events.
- **Physical Damage:** Any damage caused by physical acts like vandalism, vehicular impact, or damage from lawn care equipment is not covered. This also extends to damage from pets or wildlife. Deer Protection is highly encouraged and can be installed at the time of tree installation for a fee. There is no guarantee of protection with any deer protection, but deer protection will deter most animals.
- **Acts of Nature:** Damage from storms, floods, extreme weather conditions, or natural disasters like hurricanes or tornadoes are excluded.
- **Other Company Services:** During the warranty period, no pruning, chemical treatments, fertilization, or other tree services shall be performed by anyone other than Arborist Solutions on any trees in our warranty program.
- **Soil Conditions:** If the tree fails due to soil issues that were not apparent at the time of installation (e.g., soil contamination, pH imbalance), these are not covered.

### Warranty Process:

- **Notification:** The property owner must notify Arborist Solutions in writing within a reasonable timeframe (one week or less) of noticing the tree's failure or issue.

- **Inspection:** An inspection by Arborist Solutions is required to determine if the tree's failure is covered under the warranty.
- **Replacement:** If the tree's death or failure is due to covered reasons, Arborist Solutions will replace the tree with one of similar size and species at no additional cost to the property owner within the next planting season. Availability issues may make substitutions of different sizes or species necessary.

**Limitations:**

- **One-Time Replacement:** The warranty covers one replacement per tree. If the replacement tree also fails, it is not covered again.
- **Duration:** The warranty is in effect for 5 years from the date of installation.
- **Transferability:** This warranty is transferable if the property is sold during the warranty period unless specified otherwise.