



Our Assurance – The Plants You Purchase are Healthy and Well Cared For.

Second Nature at Reads Creek takes pride in offering quality plants and helping customers select plants suited to their landscape and growing conditions. However, we do not offer a general warranty or guarantee on plants after purchase. Plant health and long-term success depend on many factors, including planting practices, watering, care, weather, and growing conditions beyond our control.

We want you to be successful with the high-quality plants that you take home from our nursery. The plants you purchase from Second Nature are healthy, true to name, and painstakingly cared for. We encourage you to ask questions and share your planting plans, as plants are not hardy to every location they may be planted in. We welcome conversation about your space and design goals so that we may provide you with helpful information to bring about success.

Many problems related to plant establishment become noticeable within the first weeks after planting. It is your responsibility to monitor your plants and reach out promptly at the first sign of decline or concern. Early communication gives us the opportunity to recommend adjustments to care that may help the plant recover.

Plants require appropriate watering and care to become established, and their health is affected by weather, soil conditions, drainage, pests, disease, and other environmental factors. Second Nature at Reads Creek does not guarantee plant survival.

Second Nature at Reads Creek cannot be financially responsible for loss due to circumstances beyond our control. Neglect, animal damage, winter loss, severe weather, unusual acts of nature, or plants installed in soil or sun conditions other than those recommended are circumstances beyond our control. We take care in selecting and maintaining the plants we offer, and our plants receive attentive care while at our nursery. Once plants leave our care, their continued health and survival depend on proper planting, ongoing care, and environmental conditions. Second Nature at Reads Creek does not guarantee plant survival.

Grower-Confirmed Defects or Recalls

The only exception to our no-warranty policy is a plant variety that the grower has confirmed to have a widespread defect or that is subject to a grower recall.

If a plant variety is confirmed by the grower to have a widespread defect or is subject to a grower recall, Second Nature at Reads Creek may issue a one-time plant credit for an eligible plant purchased within the previous 12 months. A valid receipt is required, and the failed plant must be made available for inspection. Eligibility is limited to the affected variety and defect identified by the grower and does not cover plant loss due to improper care, installation, weather, pests, disease, or other environmental conditions. Approved credits may be applied toward the purchase of a replacement plant and have no cash redemption value. Any delivery or installation services for a replacement plant will be charged separately.

Please notify us of a problem right away so that we may help you with a solution and answer your questions regarding plant care. Your success is very important to us.