

# Ison's Nursery & Vineyard

PO Box 190, 6855 Newnan Road, Brooks, GA 30205 (770) 599-6970 [www.isons.com](http://www.isons.com) email: [ison@isons.com](mailto:ison@isons.com)

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## Warranty Claim

Many plants may not leaf out until April and into May. This is true even for plants planted at the same time and receiving the same care. Muscadine vines can be one of the latest fruiting plants to leaf out in the spring. So please allow time for the plants to leaf out.

Our warranty applies to plants that were ordered and planted between November 1, 2022, and April 30, 2023, and planted in the appropriate USDA Zones.

If your plants or trees do not leaf-out we must be notified in writing **by July 1<sup>st</sup>, 2023**, following planting and provided that the plants were not injured by improper use of chemicals, fertilizers, fumigation, buyer's negligence, or weather. Claims after July 1st will not be accepted.

If you suspect that your tree or plant has not survived, we require photo verification, including evidence that you have performed a "scratch test". A photo is required for each plant being reported.

Email the pictures to us at [ison@isons.com](mailto:ison@isons.com)

Please include the order number if you know it plus your name, address and phone number.

We will issue a "one-time" credit to your account equaling the purchase price of the plant reported. This credit is good for twelve months from the date it is issued and can be used for anything of your choosing. To redeem your credit please place your order by phone. (770) 599-6970.

We will begin shipping muscadine vines in late November, Berry Plants and other grapevines in December. Fruit and nut trees in late January.

**\*\* Scratch Test:** To see if the plant is alive use your fingernail or a knife and scratch the plant about 1/2 down the trunk – if it is green underneath the outer layer of bark – the plant is still alive & should leaf out – continue to fertilize and water them. If the plant is brown or black beneath the outer layer of bark this indicates that the tree has failed to live.



Green tissue is visible underneath the outer layer of bark.

This plant is alive.



There is no green tissue visible underneath the outer bark.

This plant is not alive.

We do not warranty plants that are left unopened in the box or not given proper care on delivery.

It is important to properly care for your plants on delivery and plant within a few days.

The roots of the plants must not be allowed to dry out.

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## Plant Warranty Claim

For plants & trees ordered and planted between 11/1/2022 and 4/30/2023

\* See page 1 for terms of warranty.

Date Claim Is Submitted: \_\_\_\_\_

(Deadline is July 1, 2023)

Order #: \_\_\_\_\_

Name order was placed in: \_\_\_\_\_

Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Phone #: \_\_\_\_\_

Quantity \_\_\_\_\_ Name of plant \_\_\_\_\_

Quantity \_\_\_\_\_ Name of plant \_\_\_\_\_

Quantity \_\_\_\_\_ Name of plant \_\_\_\_\_

Quantity \_\_\_\_\_ Name of plant \_\_\_\_\_

**Please email to:** [ison@isons.com](mailto:ison@isons.com)      **Subject Line:** Warranty Claim 2023

**Or mail to:** Ison's Nursery, PO Box 190, Brooks, GA 30205

**Attention:** Warranty Claim 2023