

Purchase Terms and Conditions for Dug Christmas Trees

Hutton-Loyd does not guarantee the survival of dug Christmas trees.

We do guarantee that

- The trees sold are the species we claim them to be
- The trees are healthy specimens at the time of sale
- The trees are free of parasites and disease at the time of sale

Why?!

Unlike the trees we sell for landscaping purposes, dug Christmas trees do not go directly from our soil to their destination soil. Instead, the customer may put the tree through any of a wide range of stressful environments, which we cannot control.

This presents us with a choice. We could guarantee the survival of our dug Christmas trees and charge more for each one we sell in order to absorb the cost of replacing the trees that perish. The majority of that cost would result from mishandling trees by a few careless customers and not defects in the health of the trees or an error in our digging procedure. While a healthy dug tree that is well cared for (watered religiously, acclimated to temperature changes, and properly planted) should have no trouble surviving, trees that are ill-treated during their time out of the ground will die.

Alternatively, we could charge less for trees and not guarantee their survival. We picked this choice because it allows our responsible customers to benefit from lower prices. Alas, sometimes even well cared for and healthy trees cannot survive the shock of being ripped from their native earth and replanted. Therefore, this policy does imply that, rarely, even a responsible customer will purchase a tree that dies. If that happens, we will do our best to help:

What if my tree dies (even though I treated it like a newborn babe)?

Suppose that a customer buys a dug Christmas tree, follows our care guidelines, and still the tree dies within one year. In that case, we will sell a new tree to the customer at our lowest bulk-rate price.

However, three conditions apply:

1. The customer must communicate the death of the tree to us and request a replacement **within one year of the tree's original purchase date.**
2. The customer must bring the dead tree to the farm for us to examine. We like to try to find out why a tree died so that we can correct a problem if it exists.
3. This must be the first time the customer has requested a replacement for the purchased tree. Multiple tree deaths indicate that there is a problem with the planting spot selected, such that no tree of the purchased species is likely to survive there.