

Unboxing Your New Plant

Your new plant was grown and taken care of at Means Nursery, located in Scappoose, Oregon. Please follow the instructions below to ensure your plant will thrive.

- Carefully cut the zip tie holding the bag closed and take the plastic wrap off.
- Water the plant very well and let it rest outside of the transport box for at least 2 hours before planting.
- It will take some time for the foliage to relax. Please be patient as the plant flourishes with time
- Once planted, water the plant regularly until it has been fully established in the soil.

Disclaimers about your New Plant

When you receive your Plant, it may not look like the photos for a few different reasons:

- If your plant was ordered during the winter, keep in mind that most plants will not have foliage and will be in a hibernation state.
- If your plant was smaller than you expected, there are two possible reasons why: our plants are trimmed to smaller sizes to maintain their health and influence new growth; the other is that in early spring, purchased plants, although well-rooted, will be smaller, but will continue to develop and flourish throughout the season.
- If your plant was damaged on arrival, when the plants are packaged, we take utmost care to make sure they are of good quality; however, when we ship, we no longer have control of how the plants are handled during transit. If the plant cannot be saved, please get in touch with us using the information below or the company from which you ordered the plant.
- If your plant arrived over a week after the ship date, transit issues with 3rd party companies can happen. If the plant came in less-than-ideal condition, please don't hesitate to contact us using the information below or the company from which you ordered the plant.
- If you purchase a deciduous plant between September and December, you may notice off-color leaves or no leaves as your plant enters a hibernation period. Rest assured, this is normal behavior for this type of plant.