



Thank you for your order!

Best Practices for Transferring Seedlings

- Immediately remove the seedling tray from the shipping box.
- Seedlings will look tired and stressed or possibly have a few yellow leaves from travel.
- **If you placed an online order, the numbers handwritten on the Packing List correspond to the Seedling#s on the back of these instructions.**
- Remove the seedlings from the trays by CAREFULLY pushing each seedling up and out of the tray from the bottom. A pencil or pen is ideal for this.
- DO NOT handle the seedlings by pulling the foliage or stems from the top.
- **Immediately plant your seedlings in your Tower Garden®.**
- During the warm season, plant your seedlings in the evening to minimize stress.
- The healthy conditions of your Tower Garden with good light and Mineral Blend will restore any stressed seedlings quickly and sometimes miraculously.
- If you cannot plant immediately, seedlings must:
 - Have plenty of light, preferably outside in a bright spot.
 - Place the tray in a shallow pan with ¼" of water and check the water daily.
 - If outside, avoid temperature extremes based on the plants tolerance.

Our Policy for Shipping Live Plants

Our Responsibility: Our promise is to ONLY ship high quality, healthy seedlings. When your order is shipped, you received a tracking e-mail. Shipping stress is expected. Follow the steps above and your seedlings will recover.

Your Responsibility: Please check your email notification to know when your order will arrive. Follow the steps above for best results.

* If seedlings do not arrive in a healthy condition, please notify us within 48 hours of delivery via email with photos. We are always looking to improve and your feedback is important to help us troubleshoot any issues within our control.

Replacement/Refund Policy: We will replace, refund or credit damaged seedlings on a case by case basis including your input and preference. Although the shipping process is not in our control and does not always work in our favor, our priorities are happy seedlings and happy customers. ☺

Thank you for trusting us for your Tower Garden seedlings!

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