Receiving Your Trees: When you receive your trees, they will be boxed securely with their roots wrapped in plastic and their limbs and roots trimmed back (not fully pruned) to fit the package. First, inspect the bag and make sure that the media around the roots is moist. In the event that the media requires additional moisture, use a clean spray bottle to moisten it evenly. If you are not ready to plant upon arrival, see the “Heeling in” section below. Make sure your tree’s roots do not freeze hard. Place them in a sheltered location like a garage if you expect a freeze before your trees are planted. It is essential that the young tree roots have plenty of time to become established before the tree begins its spring limb growth and bud break, so plant the tree while it is in deep dormancy.

Heeling In: When your bare root trees arrive, open the plastic bags immediately. It is best to plant right away, within a week of delivery, however if you cannot plant right away, you may “heel in” the trees to protect them and keep them alive (but still dormant) until you are able to plant them in their permanent spot.

Outdoors: To heel in bare root trees outside, pick a location that is shielded from wind. Dig a trench about twice as deep as the roots are long, with one side of the trench sloping at a 45° angle. Place the tree roots side down, so that the trunks are supported by the sloping side. Cover the roots with soil or sand and gently tamp down to avoid air pockets. Periodically check the root area, keeping the soil moist.

Indoors: To heel in bare root trees indoors, whether due to snow or a frozen ground, choose a cool place like a root cellar, basement, or garage. It’s important to choose a place where the temperature stays between 38°F and 45°F. This is important so the tree roots neither freeze, nor does the tree break dormancy. Place the roots in a container with soil or sand and be sure to keep the root area moist. See our “Heeling in Bare Root Trees” video for more details.

Planting: Mulberries require full sun exposure, well drained loamy soil and prefer a pH of 6-6.5. They are self fertile and fairly resilient. Adequate spacing is essential—from 15’ - 30’ between bushes or other obstructions. The fruit is messy and stains patios and walkways. Mulberries are prone to desiccation and frost damage when planted from bare root. To reduce the risk of plant loss it is a good idea to thoroughly hydrate the plant and prune back the lateral growth of the plant to reduce the amount of surface area exposure.

Mulberries can be container grown for up to ten years by replenishing the soil as it is repotted into successively larger pots during the dormant season.

Water: While mulberries are somewhat drought tolerant, they will drop all fruit if the roots are not provided adequate moisture.

Fertilization: Feeding requirements are minimal. A single application of a balanced amendment each year in late winter should be sufficient. Adding a top dressing of well aged manure in the spring can be beneficial.

Important Information

- **If your tree arrived damaged**, take photographs and contact us immediately and we will provide you with a refund of the purchase price, or a replacement. **Please note: broken branches do not affect the viability of the tree.** Please watch our video “Bare Root (Dormant) Warranty” for more information on how to determine the viability of your tree.

- **You should plant your tree in the ground by April 1st.** If you are unable to do so, you can plant it in a pot or “heel in” your tree until you are able to plant.

- **The main trunk will be pruned to 3 ft.** This will direct the tree’s energy into developing a strong root system.

- Both roots and branches may also be pruned. Please do not be alarmed! We work closely with our tree grower to make sure the amount of pruning we do will not stunt the growth of your new tree.

- **Your tree may not have any branching, but new branches will grow from buds along the trunk.**

- **In the rare event that your tree does not leaf out by May 15th**, we offer a Limited Guarantee on dormant trees. See the last page for details.

Check Out Our How-to Videos & Blogs


**Videos**
- Growing Mulberries
- How to Heel In Bare Root Trees
- How to Plant a Tree
- Fruit Tree Spraying
- How to Prune a Fruit Tree
- Fertilizing Fruit Trees

**Blogs**
- Here We Go ’Round the Mulberry Bush
- Summertime Fruit Tree Care
- Pruning Science: How Trees Heal
- The Best Pollination for Your Fruit Trees
- Debunking Bare Root Fruit Tree Myths
Perishable Items (3-Day Return Policy):
We guarantee the perishable items we sell to be in good, viable condition when we sell them. Perishable items include, but are not limited to, garlic bulbs, flower bulbs, seed potatoes, onion sets & transplants, bare-root trees, vegetable crowns... etc. If your perishable item arrives in substandard condition, please contact us within 3 days of the purchase date (or delivery date) and we will provide you with a refund of the purchase price (including shipping costs), or a replacement. Accordingly, we urge you to open any boxes marked as “Perishable” immediately upon receiving them. Because some perishable items can deteriorate very quickly, we cannot accept any claims beyond the 3-day time frame as it becomes too difficult to determine if these items were delivered in substandard condition, or if they turned into such substandard condition because of having been improperly cared for or stored once delivered.

Limited Dormant Tree & Plant Guarantee (When Planted in the Ground by April 1st)
Claim Deadline is June 1st (with the exception of persimmon trees, which have a deadline of June 15th). Claims placed after June 1st (or June 15th for persimmon trees) will be denied.

Please note: Our trees will come to you topped off at approximately 3 ft. in height to put the tree's stored energy into root development vs. foliage production.

What We Guarantee
Our only guarantee is that your dormant tree/plant will arrive in good, viable condition and will leaf out by May 15th (historically 98% of our trees do). This guarantee is only available to customers who purchased their tree/plant directly from us, and who planted their tree/plant in the ground by April 1st (or temporarily in a pot if the ground in their zone was still frozen solid).

What We Cannot Guarantee
We cannot guarantee that your tree/plant remains alive & healthy, or bears fruit, as there are too many variables beyond our control in order to do so (i.e. soil preparation, planting, fertilization, weed & pest control, adequate irrigation and/or drainage, chill hours, compatible hardiness for your zone, proper choice of pollinator, etc).

How to Request a Credit
If your tree/plant does not leaf out by May 15th, please perform a scratch test by checking for green under the bark, a few inches over the graft. If the scratch test reveals a brown cambium, that means your tree/plant is dead or dying. Watch our video titled Bare Root (Dormant) Warranty on how to perform this simple test. If the scratch test revealed that your plant is dead or dying, pull it from the ground and take pictures of the entire tree/plant, including the roots. Submit your claim & pictures by using the “Return an Item” tool on our Customer Service page (or email us at helpdesk@groworganic.com) no later than June 1st (or June 15th for persimmon trees). We will review your claim and issue you a credit (not a refund) for the purchase price of your tree/plant (excluding shipping).*

(*) We reserve the right to not issue credit for items already replaced. We also reserve the right to require photographic evidence that the tree/plant was not killed by root rot, rodent or mechanical damage.

Limitation of Remedy
We warrant to the extent of the purchase price only that the seeds or plants sold hereunder are as described on the label within recognized tolerances. No other warranty is given, expressed or implied, of (1) the merchantability or fitness of the seeds or plants for any particular purpose, or (2) against loss due to any cause. We cannot accept any responsibility for the many uncontrollable growing and climatic conditions (soil preparation, fertilization, weed and pest control, temperature control, irrigation...etc.) that must be met to insure the success of your crop(s) or plants.