

# FAQS

## About us

**Where are you located?** Our main headquarters is located in Florida. We have nurseries currently in Florida, Louisiana, and California.

## Warranty/replacement/refund

**Warranty** – Our Warranty does not cover Acts of God, such as damage caused by wind, storms, freezes, etc. Plants are living things and will need proper care and nutrients to acclimate to their new environments. Neglect or purchasing plants that are not suitable for your growing zone or soil type are not included in this guarantee. Our warranty is for one year.

**Reasons for replacing/refund** – non-receipt of your tree and your address is correct; the trunk of your tree is broken or if the tree is diseased/pests. You must contact us within three days of the arrival of the damaged tree.

**Reasons for not replacing/refund** – Your tree might be in shock from shipping and can cause leaf drop. Give your tree additional four weeks to recover. Improper care such as not watering, not enough sunlight or outside in freezing temperatures.

## Shipping questions

**Can I come to your nursery to pick up my tree?** Due to USDA regulations, our commercial nurseries are closed to the public.

**Why can't you ship to my state?** Due to USDA restrictions citrus producing states (AZ, CA, TX, FL, LA) cannot ship to other citrus producing states.

**Are your trees shipped in pots or bare root?** Our trees are all shipped in nursery pots with soil.

**How do you ship your tree?** We use FedEx as our carrier. During the winter months we will ship FedEx two-day delivery if the temperatures are below 35 degrees.

## Tree Care

**Do I need to repot my tree and if so when?** Your tree will be shipped in shipping pots and as soon as your tree arrives, you need to repot as soon as possible.

**When should I fertilize my tree?** After you have repotted or planted your tree, we normally recommend waiting at least three weeks before fertilizing. This gives the tree a chance to adjust and the roots to establish.

**My tree has dropped leaves since arriving, is this normal?** Shipping causes shock to the tree and it is normal for the leaves to drop the first 2 to 3 weeks after arrival. It is just adjusting to its new home.

**My tree has broken branches.** It is common for small branches to break during shipment. You need to prune them back and they will regrow. If it is the main trunk, we will send a replacement.

**How often should I water my tree?** Stick your finger in the soil and if it is dry to your knuckle then you need to water the tree. Normal watering for indoor citrus trees is about 2 to 3 times a week.

**Will the tree stay small in a pot?** Potting a tree naturally dwarfs the tree and height will be five ft. tall in a three gallon pot or seven to nine in a five to seven gallon pot. You can prune the tree to any size you want.

**How long will it be before my tree produces fruit?** Our one gallon trees usually bear fruit in 2 years and our three gallon trees normally bear fruit in one year. Each year as the tree grows, it will have more fruit producing.

**Do your trees come with fruit already on them?** Ninety percent do not.

**Can I grow any tree indoors?** Only if you have sufficient light and heat. Citrus trees will not flower. You need to have bright south facing window, skylight, greenhouse or grow lights.

**I had blooms and fruit but they dropped off.** Some fruit drop is normal in hot summer months. If this is excessive, proper watering is the solution. Hot windy weather can trigger fruit drop. Make sure well watered and protect from wind exposure.

**Why are my leaves yellow?** Excessive watering or lack of fertilizer.

## Miscellaneous

**I want to add a gift message.** We cannot add gift messages.