Please do not opt out of any communications. Moon Valley Nurseries utilizes text and email for communications.

BEFORE YOUR PLANTING DAY

Prepare your yard:

It's crucial that ALL stumps are removed from the planting area(s) before our Planting Crew arrives. They won't have the necessary equipment for stump removal. If you have a stump that needs to be taken care of, please contact your Nursery Professional about our Removal Services to avoid any potential delays in the installation process. Soil is available for purchase at the nursery.

Ensure the flags Moon Valley Nurseries provided you with are in the ground and easy to see.

Remove any extra dirt that may get in the way of plant installations (we do not remove dirt).

Make Space for our Crews:

Measure all gates and doorways that our Planting Crew team will need to use to ensure they fit your purchased items and the team members.

Consider potential space problems such as A/C units, pools, stairwells, overhangs, and anything else in your yard.

For potted installations, it's important to note that you, as the customer, are responsible for providing the soil. This is a key part of the preparation process that we rely on you to complete.

Any changes?

Reschedules or changes MUST be made 48 hours before your delivery date.

DAY OF YOUR DELIVERY

Reminder of your delivery day:

Expect a reminder text from us on the day before your scheduled planting and another text when your planting crew is on the way to your property.

Parking and unloading space upon arrival:

Move vehicles from the driveway, parking space, and street in front of the property. Our team will need a clear path from the unloading area to the planting location. Moon Valley Nurseries is not responsible for moving, relocating, or damaging irrigation pipes, underground utility lines, drainage, etc.

Access to the Designated Areas of your Yard:

Be sure to unlock all doors and gates that we will need to use. If you live in a gated community, supply us with any codes needed. Make sure all pets are safely locked up in your home.

PLANTING COMPLETED

Proper Care:

Water properly with Moon Valley Nurseries' Super Charged Moon Juice. Follow the Watering Instructions guide in your invoice folder, or refer to the online Watering Guide. Keep tree stakes (installed on planting day) in for at least one year after your tree has been planted. Additional stakes are available for purchase and are recommended if you are located in a high-wind area. Keep these stakes installed to provide stability until the tree can support itself.

What to Expect:

The mulch well under your tree acts as a watering mechanism. Be sure to fill the mulch well up, as needed, to keep the tree and roots saturated with water. The mulch well will slowly disappear over time (varies by tree size) as the mulch naturally works its way into the soil.

THANK YOU FOR CHOOSING MOON VALLEY NURSERIES! For any additional questions, please call the number provided on your invoice or the location you purchased from.

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