

Frequently Asked Questions

1. Pick up or Delivery

We encourage personal pick up at our nursery in Everett, ON. To help us serve you better and to ensure the availability of your order, please call at least three days prior to your pick-up date to schedule a pick up appointment.

We use Purolator for all deliveries; transit time is 1-2 business day, we will provide a freight quote prior to shipping. We ship to Ontario addresses only. We try to avoid shipping trees on any such date that would result in them sitting in a terminal over the weekend. All shipments are at the buyer's own risk, our liabilities cease upon delivery to carrier. Customers may also use their own carrier.

2. Caring for your Trees

Upon receiving your trees, they should be kept in the unopened box in a refrigerated, dark place until the day of the event. The seedlings can be maintained in these conditions for 5-7 days. If there is no access to refrigerated storage then the trees can be kept in a cool, dark place (such as a garage or cellar) for 2-3 days.

3. Planting instructions

We will provide planting instructions with your order based on the time of year you are purchasing the trees. We can provide the planting instructions ahead of time if you need to make gift tags for the seedlings.

4. How are trees packaged

Our trees are packaged in a clear Eco Compostable bag (made from plants) and tied with a decorative ribbon (white ribbon for White Spruce and blue ribbon for Colorado Spruce).