Unpack the box immediately. Carefully remove all plants from packing materials and plastic wrap.

Begin with a small pot. Do not plant directly into the ground. Position a plant vertically and in the center of a pot. Use container about the size of the root ball until the plant is recovered and established (sometimes 2-3 days or 2-3 weeks). Plastic pots with vertical walls and large drainage holes are recommended; do not use ceramics, as they retain water and block air circulation.

Plant on the same root level. Set the roots into the soil with the growing point at the same level with the soil surface. If the plant is set too deep - the stem may rot.

Potting mix. Use a well-draining potting mix, containing peat moss, perlite and/or pine bark. Do not use top soil or any other garden soil for potted plants! Drainage layer (river rock, pebbles) is beneficial.

Water. Water only if soil is dry, and let it drain. Mist the foliage with pure water. Don’t water again if the soil is wet!

Leaves and stems. Remove any yellowed leaves or damaged branches using sharp clippers.

Light. Do not plant out of package directly into a full sun! Place the pot in a shady spot with good light, but out of hot direct sun, for few days until plant re-adjusts from shipping stress.

Re-potting or in-ground planting. Allow 1-2 weeks of recovery before re-potting, or planting directly into the ground. Once the plant starts producing new growth, it's time to move it into permanent place. Move potted plant gradually into its permanent location in the sun. After planting in the ground, it may be necessary to cover the plant with a shade cloth for a few days to reduce planting stress.

Do not fertilize right away. Wait 3-4 weeks to fertilize, and use a balanced slow release fertilizer similar to Osmocote 14-14-14, once a month, during warm season only.

Temperature. Most of our plants are tropical and shouldn’t be exposed to low temperatures (below 50-55F) for extended periods.

Your plants have just spent several days traveling in a box...

Shipping can sometimes cause stress to plants. This can be seen through the dropping, discoloring or wilting of leaves. With proper care, time for re-adjustment and some TLC, your plant will recover and thrive.

When sending your plant, we aim to minimize movement of the plant in transit. That may mean folding the leaves in ordinarily awkward positions, or trimming leaves and branches to lessen the burden of transit. As your plant acclimates to its freedom of restraint, these leaves and branches will return to their comfortable positions.

Our Guarantees

We guarantee that we ship only healthy plants, but cannot guarantee the long-term survival, since proper care of the plants is now in your hands and cannot be verified.

If you have concerns about the health of your plant on arrival, please contact us in writing within 3 days of receipt by email or fax. Our customer service department will ask you for photographs of your plant(s), and will offer care advice.
In-ground planting in tropical/subtropical areas

(Please read reverse side first, do not plant directly from shipment into ground)

1. Dig a hole at least 2-3 times the diameter of the container.
   Some trees develop shallow root systems and a wider planting hole can make a significant difference in the rate of establishment. Some areas have alkaline soil or extremely low organic matter, and we recommend digging a large hole (1) and modifying your soil by adding peat moss, and/or composted (not fresh!) manure. Mix components directly in the planting hole, adding slow release fertilizer that contains microelements for plant health. Soak soil mix in the hole and let it settle.

2. Prepare the plant. Pull the container away from the rootball. Don’t pull the tree out by its trunk. With small containers, hold the plant at the top of the root ball and turn it upside down. Tap the sides to loosen the container and let the rootball slide out. For larger containers, simply tilt the pot onto its side, tap it lightly, and gently slide out the rootball. You can also cut the container off. Container plants tend to grow roots in circles. If the plant is root-bounded, make a few vertical cuts with a sharp knife down the roots to encourage sidewise growth (2).

3. Positioning the plant. This is the most important part of your planting project. Place the root ball in the center of the hole and adjust the tree so it is straight and at the proper level. Be sure the growing point stays slightly high (3), and that no extra soil is put on top of it. The base of the trunk should remain uncovered as it was when in the pot. It is recommended to create a 1-2” mound instead of flattening the mix to the same level as the surrounding ground. The elevated position of the growing point is especially important for areas with rainy seasons. Make sure the soil mix is compacted under the root ball (4) so the plant won’t “sink down”. If part of the trunk falls below ground level, the bark will rot. Keep in mind that the new porous mix will compress with time; after a few waterings, the tree may begin to sink another 1/2-1 inch. Add extra soil underneath the root ball if needed.

4. Filling in. Fill the hole in and around the root ball with prepared soil mix. Tap the soil around the root ball gently with your foot. When the hole is half full, fill the remaining space with water to settle the soil, and allow to drain. Repeat until the hole is full. Use extra dirt taken out of the hole to create a thin “bagel” shape around your newly planted tree (5). Put it around the new planting in the shape of a ring, 1-2 ft in radius and only 1/2-1” high; this will create an additional barrier to retain water during the establishing period.

5. Mulching. Cover the entire area of soil with 2-3 inches of mulch (6). A layer of mulch will reduce water loss, competition from weeds, and will moderate soil temperature in hot weather. Make sure mulch is 2 inches away from the trunk (3) to avoid rotting. This is of vital importance! If the root base is suffocated with soil or mulch, it may cause mold around the base, risking the plant’s life.

6. Watering. Water is absolutely essential for new plants. Provide regular hose-watering during the first 2-3 months. Do not rely on sprinkler system.

7. Staking. We recommend staking plants (7), as it prevents displodging by wind, people, and animals. Make sure ties do not cause damage to the bark. The stakes can be removed after 1-2 growing seasons.

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