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Upon Receipt of Your Order:

- ⊗ **Open and unpack the box** as soon as possible.
- ⊗ Hold up each pak and **tickle the peanuts out** from amongst the foliage. Reseat any loose tags. The shipping peanuts can be recycled, or sent back to us. Please refer to our recycling program which is explained on the back of this letter.
- ⊗ It's best to **set plants outside** in dappled shade for several days to allow them to recover from the rigors of shipping. Under a tree or deck works well, anywhere out of direct sunlight. Some wilting may have occurred in transit, especially during hot spells. **Water plants twice** to insure the entire root ball is moistened. They will perk right back up by the next day.
- ⊗ If planting right away try to wait until evening to avoid the hot midday sun. (Who wants to plant then anyway?) Plants can be held several weeks before planting - but it is best to **get them in the ground and growing**. To extract, invert each pak and **push** on the bottom of each cell - the plant will **drop** out into your hand. Place your plant at the same level it was growing before. Firm the soil to remove any hidden air pockets and water in deeply. If you do have to delay planting for awhile take care that you don't over-water. Just water deeply after you see wilting; generally 1 to 2 drinks a week is sufficient.
- ⊗ You'll notice many of the plants have been cut back. This is for their own good as it will promote a fuller, more heavily flowering plant. If you do notice any perennials growing a single stalk straight up it can and should be tipped back by removing the top 1" of growth. If plant foliage is bent or broken: bent will straighten out on its own - broken, please trim off. The plant will send new growth quickly. If the plant is broken at or below the soil line it may be in trouble. Let us know and go ahead and plant it, don't worry - there is no time limit on our guarantee.
- ⊗ The foliage right out of the box may appear wet with condensation from being enclosed. Getting them unpacked and in fresh air will make them very happy.

Frequently Asked Questions:

FAQ#1 Are the sun/shade requirements good for my location? Yes, but gardeners in the deep south should err toward more shade when planting, whereas extreme northern gardeners should err towards more sun.

FAQ#2 I can't plant my order for several weeks. What should I do? Set your plants outside in dappled shade. If it's forecasted to go below 28 degrees Fahrenheit you'll want to bunk them in your garage or porch overnight. All varieties, except mums and herbs, can take a hard frost. Get them back outside the next day as they will be happiest outdoors. Water when wilting occurs (not more often! Resist any temptation to baby them.) It is far better to under vs. overwater while holding. Normally, they will get thirsty about twice a week and require a drink. If holding longer than 2-3 weeks feeding will be necessary. A product like Miracle Grow works nicely.

FAQ#3 My plants might be over-rooted. - If you think that the plant has rooted too heavily, just cut an 'X' on the bottom of the root ball, or slice down one side of the root ball and lightly tease the roots apart. (or even slice the very bottom right off.) This will help the plant root out into the surrounding soil.

FAQ#4 The frost free date for my area is several weeks away - did I receive my plants too soon? Perennials tolerate frost and freezing very well and are best planted at least 4-6 weeks ahead of your frost free date. After several days in the ground they can tolerate temperatures as low as 26 degrees with no ill effects. Newly planted plants can be protected from an unexpected freeze the first few days with a sheet of newspaper weighted on two sides with some soil.

Please see other side for information on our Recycling Program