

WHAT DO I NEED TO KNOW.....

ABOUT THE TREES:

What species will be available?

For the 2020 season, we'll have [Bur Oak](#), [Red Oak](#), [Swamp White Oak](#) and [Persimmons](#)!

How big are the trees?

Most of our trees are between 12-18 inches tall (not including the roots). However, some are little less and others a little more.

How old are the trees?

All of our trees are bare root saplings and are between 2 and 3 years old.

What will the trees look like when I receive them?

The trees will basically look just like a small but mighty 12-18 inch stick, with a 6 to 18-inch root system, dominated by a tap root with small lateral roots coming off the sides. There are rarely any leaves left on the trees.

How long will they take to grow?

The trees we give away are not known for growing fast, but they are known for growing strong and living long so consider the planting of these trees your legacy! Expect your tree to sprout leaves this year but we agree with the adage--"The First Year, Plants Sleep. The Second Year, They Creep. And the Third Year, They Leap!"

ABOUT THE ORDERING PROCESS:

What information will be asked on the on-line form?

We will need to know your basic contact information, including cell number and email address, as well as the delivery/shipping address (unless you are picking them up from LL&W's office in East Moline, IL). We will also need to know if you are submitting an order just for yourself or others, how many of each species you'll want, as well as if the trees need to be individually wrapped or not. If you absolutely need them by a specific day, we'll need to know that too and you can enter that information in the "NOTES" section of the order form.

The on-line form is asking if I am placing ONE ORDER or UPLOADING A SPREADSHEET OF MULTIPLE ORDERS? What does that mean?

There are 2 ways to submit an order...You can either place **one order** OR take **individual** orders for each employee/friend.

Choose "One Order" if you are placing ONE general order for your facility/building. For example, you want to order 100-Red Oak, 50-Bur Oaks, and 50-Persimmons.

Select "Uploading Spreadsheet of Multiple Orders" if placing multiple orders from individual employees/customers/friends. For instance, you upload a spreadsheet that has an order for Jane Doe-2 Red Oaks, 5 Bur Oaks, and 3 Persimmons. John Doe-10-Red Oaks, 20-Swamp Whites and Joe Doe-30 Persimmons.

NOTE: Regardless of selection, all trees entered into this order form must be delivered/shipped to the same address. If you need to have trees shipped to multiple addresses, you must place an order using this form for EACH address.

Who should place the order for our facility/community?

We ask that one person within each company/group/organization place the order(s) for their specific facility/building/address through our on-line form. We will then contact this person to arrange for delivery/shipping/pickup.

I want to take individual orders for each person at my work. How should I organize this information? What information is needed?

For those taking individual orders, we've developed [this template](#) for you to use. You will then upload this spreadsheet to our on-line request form. You can adapt to fit your needs but **please DO NOT change the order in which the tree species are listed!!!!**

The on-line form is asking me if I want my trees individually wrapped? How do I know if I need that?

Choose "YES" if you plan to distribute the trees to others. For instance, if you are ordering trees to give away to people attending an Earth Day event. Choosing YES means each tree will be wrapped in wet newspaper, a plastic bag and sealed with species identifying twine.

Choose "NO" if you are planting the trees yourself. Choosing NO means your trees will be bundled in groups of 25 (or less depending on the # of trees you order.) but covered as a bundle with wet newspaper, a plastic bag and twine. This saves on packaging and the effort of having to unwrap each individual tree before planting.

I want some of my trees individually wrapped, but not all. Is that possible?

Absolutely! While most people want all of their trees either individually wrapped or not, there are a few people that want to a mix. Please just indicate this on the "Notes" section of the on-line form or if uploading a spreadsheet of multiple orders, list it on the NOTES section next to that person's order. PLEASE BE SPECIFIC. For instance, maybe you want all of your red oaks individually wrapped but none of your persimmons. Or perhaps of your 50 bur oaks, you want 30 individually wrapped and 20 just bundled together.

Can I request my trees be delivered by a certain date?

If you ABSOLUTELY MUST HAVE your trees by a specific date, please indicate that in the NOTES section of the on-line order form. LL&W has ALWAYS been able to get trees to people by their desired date.

I want to place an order for others besides myself but delivered to another address? Can I order all on one form?

You can place an order for yourself and others on one form ONLY IF they are getting delivered/shipped to the same place. If you are placing orders that need to be delivered/shipped to different addresses, you'll need to fill out the order form for EACH address.

What if I don't have access to a computer?

If you foresee issues with ordering the trees on-line, **please contact me so we can discuss another option.**

What trees should I order? How do I know which will do best where I live?

We highly recommend that you only order those trees that are native to your area. PLEASE see the [Native Range](#) page to see a map of historic ranges of the trees we have available for the 2020 season. Also be sure to read the fact sheets for each species to learn more about the soil conditions each tree will thrive in.

How will my trees be packaged?

All trees will come wrapped with the roots wrapped in wet newspaper to keep the roots moist, with a plastic bag over the roots. The twine used to tie the bag closed will be color coded to identify the species. Depending on the number of trees ordered, bundles of trees will also be labeled with the person's name and, if applicable, the # of trees in the bundle. We bundle the trees in groups of 25 (or less) and never put more than 100 trees in a bag. The large bags we use are about 30 gallon bags.

Will the trees be delivered/shipped to my home?

If you are placing an order for your workplace, please list your work address as the delivery/shipping address. Only if you are ordering for yourself as an individual (not work related), will we deliver/ship to your home.

How will I know when I should receive my trees?

After all orders have been placed, LL&W staff work to plan delivery/shipping routes. Typically, LL&W staff send another email with your tentative delivery date in early-mid March. LL&W will send another email just a few days before delivery to confirm the approximate time of delivery as well as the delivery driver's name and contact information. If shipping, we will email you the tracking # and estimated to delivery date. All shipped trees will arrive USPS.

I won't be at home or at work when the trees are delivered. What should I do?

If you are not at work when trees are delivered, please notify LL&W and appoint a new person to be in charge of your trees while you are gone.

If you are not at home when LL&W delivers the trees, LL&W staff will leave the trees in the coolest, darkest place, such as under a tree or under a porch. Typically, LL&W drivers will call you and tell you where they left the tree if you weren't home.

I want to pick up my trees. Will they fit in my car?

This depends on the number of trees and the size of your vehicle. Just for reference, we can fit about 3,000-3,500 trees in a truck with a 6 ft. bed. A smaller car trunk could easily fit 400 trees.

NOW THAT I HAVE MY TREES:

How do I know what species each tree is? Will my trees be labeled by species?

To save on packaging, we don't label each tree. However, each tree or bundle of trees will be packaged and tied shut with color-coded twine.

For the 2020 season, Blue Twine=Bur Oak; Orange Twine-Red Oak; White Twine=Swamp White Oak and Black Twine=Persimmon

Do you have any information on how to plant and care for the trees?

Please visit our [Planting & Care Instructions](#) for information on how to plant and care for your trees.

I'm not going to be able to plant my tree(s) for several days after I've received it. What should I do with the tree in the meantime?

All trees should be placed in a cool, dark place until they are ready to be planted. A refrigerator set to around 38 degrees is ideal but basements and root cellars will also work. Otherwise, a dark garage can also work for a brief amount of time. We also highly encourage keeping the roots moist by removing trees from plastic bag and dipping in water and then returning to bag.

How long will the trees live in the plastic bag?

We recommend you get your trees in the ground ASAP. However, if kept cool and dark and watered, your tree can survive for a couple more weeks...but we don't recommend waiting that long.