

# The Fine Print

## Minimum Order Requirements:

- Wholesale only. Minimum total order \$500 in US/Canada, \$1,500 overseas. You must order in full bundle multiples: please see detailed list of standard bundle sizes on page 53.

## Delivery & Pickups

- A month before your order is scheduled to ship we'll contact you to target a specific delivery week.
- On the West Coast we ship by UPS Ground. To other areas we generally ship by UPS 3-Day, motor freight, or air cargo. To save you money and assure plant freshness, we may revise shipping strategy depending on weather. We regularly check the NOAA weather forecast and will give you notice of any necessary changes. If you choose ground delivery please understand that you bear the risk of the plants being damaged in transit.
- Many plants taller than 4-5 ft. must be shipped by truck or picked up at the nursery. We can quote you delivery by truck with secure packing in 4 ft. x 4 ft. stackable plastic bins.
- Please provide us with at least one week's notice when scheduling a pick-up and keep us updated if your plans change.
- If you are picking up your plants and would prefer your plugs left in their trays please let us know. There is a refundable deposit charged for our flats; to receive a full refund the flats must be returned in good condition within 60 days of pickup.

## Substitutions

- In order to avoid pro-rating, we are making major adjustments in how we inventory plants, generate reports, and match sales sizes and quantities. We also continue to expand our covered propagation facilities to protect plants from freezing in late fall and early spring. Despite these efforts, it still may be necessary to substitute a size smaller or larger than we originally acknowledged, unless we have a "No Substitute" notice from you. Prices will change accordingly.

## International Orders

- Canada: phytosanitary certificate and export document fee \$50.
- Europe and Asia: for phytosanitary certificate, washing, packing, and boxes we have a flat packing charge, based on total plant cost:
  - \$1,500 to \$2,499 – 14%
  - \$2,500 to \$4,999 – 12%
  - \$5,000 to \$9,999 – 10%
  - Above \$10,000 – per quote

## Deposits and Payment

- Customers on Pay in Advance terms must submit a 25% deposit within a month of acknowledgment to reserve plants.
- Unpaid balance of the order must be received at least 2 weeks before scheduled ship date to avoid delays in delivery.
- Orders not secured by a deposit will receive lower priority in the event of crop shortage.
- Payment by Visa® or Mastercard® must be arranged two weeks before shipment.

## Extended Credit Terms

- To established customers with a record of timely payment, we extend terms of Net 30 days. Any account which becomes substantially overdue will revert to Pay in Advance terms.
- New customers may prepay for plants and shipping costs based on our best estimate of total charges. Any over-payment will be refunded or credited to a future order.
- To request credit terms, customers may complete the credit application available online or on the back of the order form.
- Verifying credit can take up to 2-3 weeks, please allow sufficient time to complete this process before your order is scheduled to ship.
- We will establish a reasonable limit based on your credit needs, the information you provide, and your credit history with us.
- No C.O.D. orders under any circumstances.
- Past due accounts are subject to a 1.5% per month service charge (18% APR). A \$25.00 fee will be charged for returned checks.

## Cancellations

- We're budgeting much more labor for staking, pruning, thinning and removing off-grade plants during the growing season, and believe you will note a major improvement in our ability to deliver what we acknowledge on your order. You can help us in this effort by also giving us advance courtesy notice of your need to reduce/change your order so that we can re-allocate plants for other clients who may have them back-ordered. We start assembling orders early; please give us at least two weeks notice of any desired changes. Last minute cancellations may result in a restocking fee of 20% of the cost of items cancelled.

## Important:

If you cannot accept any size substitutions, please indicate on the order form or when you call to place the order.