

The Fine Print

Minimum Order Requirements:

- Wholesale only. Minimum total order \$250 in US/Canada, \$1,500 overseas. You must order in full bundle multiples and can find that bundle amount immediately above the "small quantity" price column for each item.

Delivery & Pickups

- We welcome you to arrange your own delivery.
- We will ship the best way after careful review of weather, plant condition, your delivery flexibility, and freight cost. If you instruct us to ship by Ground only, you must accept responsibility for any plant loss due to plants freezing or spoiling in transit.
- Plants taller than 6 ft. must be shipped by truck or picked up at the nursery. If your order needs to be shipped by your broker or your own truck, please let us know whom to contact. Temperature monitors will be billed at \$25, and insurance at cost.
- Given the time/fuel expense involved and risk of administrative errors at other nurseries, we can no longer deliver plants to other nurseries for truck transport. Exceptions will incur a minimum \$150 fee.
- Set your pickup date carefully, please. Please provide us with at least two weeks notice when scheduling a pick-up, and try to schedule it for Thursday or Friday. We would appreciate a courtesy call if your plans change after we agree with you on a specific pick-up date.

Acknowledgments & Substitutions

- We will acknowledge your order soon after you place it, with a close estimate of what size and quantity we can send you. Then, as actual harvest grades and counts come in, we will know more precisely what we will ship, and call you if there are major problems.
- To avoid pro-rating, we are making regular innovative improvements in how we inventory plants and match sales, sizes and quantities. We also continue to improve our covered propagation facilities to protect plants from freezing in late fall and early spring. Despite these efforts, we may still need to substitute a size smaller or larger than we originally acknowledged, unless we have a "No Substitute" notice from you.

International Orders

- Phytosanitary certificate (PC) and export document fee is \$50. PC expires 14 days after issuance. If you delay or request a different ship date after we get a PC for your order, we may have to get a new PC, for which an additional \$50 fee will apply.

- Please give us your customs broker contact information as soon as possible. Boxes/packing material charged at cost. Ten percent of plant cost will be invoiced for any items needing to be washed.
- Canadian clients note: Please be certain to include on your import-permit that soil/artificial soil mix is permitted.

Deposits and Payment

- If you are on Pay in Advance terms you must submit a 25% deposit within a month of acknowledgment to reserve plants. If you cancel your spring order after February 1st, you may forfeit your deposit.
- Unpaid balance of the order, including freight must be received at minimum 2 weeks before scheduled ship period to avoid delay.
- Orders not secured by a deposit will receive lower priority in the event of crop shortage.

Credit Policy

- No C.O.D. orders under any circumstances.
- New customers must 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 upon request from our office.
- 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.
- To established customers with a record of timely payment, we extend terms of Net 30 days. 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. Any account which becomes substantially overdue will revert to Pay in Advance terms.
- If your account terms are NET and you wish to pay by VISA® or Mastercard®, please settle your account within 30 days. *After the due date* you will incur a 3% surcharge.

Cancellations

- We stake, prune, thin and remove off-grade plants during the growing season in order to get high-confidence estimates of inventory. Our aim is 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 will incur a 20% restocking fee without exception.

