

# The Fine Print

## Minimum Order Requirements:

- Wholesale only. Minimum total order \$400 in US/Canada, \$1,500 overseas. You must order in full bundle multiples. Fewer than listed quantities of items may be ordered at higher prices.

## Delivery & Pickups

- Prices FOB our nursery. We welcome you to make your own delivery plans.
- We will ship best way after careful review of weather, plant condition, your delivery flexibility, and freight cost. UPS 3-Day is our preferred method. 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 5 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 \$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.
- No future orders will be written if your account is past due.

## 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 credit card, 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.
- Major order reductions or cancellation after an order has been staged will incur a 20% restocking fee.

# Closing Comments

## Rebate Policy

Increase your total annual purchases from Heritage and save.

We mail rebate checks in August. To qualify, you must purchase on a volume basis and pay all invoices strictly within credit terms. Your rebate will be calculated for the period August 1 to July 31 as follows:

Total Annual Purchases	Rebate
\$0 - \$2,999	0%
3,000 - 5,999	2%
6,000 - 9,999	4%
10,000 - 14,999	6%
15,000 - 24,999	8%
25,000 - 49,999	10%
50,000+	12%

Please note: Rebates will be sent for nursery stock at established catalog prices and will not apply to charges for shipping, royalty payments or packing. To qualify, you must pay the full invoice amount with collectible funds and your payment must be postmarked by the due date listed on the invoice. If your order includes any of the following situations, it will not qualify for a rebate:

- Postdated check
- Payment by Credit or Debit Card
- Purchase through a broker or sales rep
- Terms beyond net 30 days
- Special pricing/volume discounts
- Unauthorized deductions

## Quality Assurance

Our commitment to you is to grow the best value unusual tree and shrub liners you can find and to deliver them on time. We hope you are especially pleased with your plants' root systems. This should be your immediate impression when you open the box or pick up your order. If it isn't, we want to hear from you as soon as possible so that we can address your concerns.

If you take reasonable and prompt care of your plants after delivery and they fail to grow, it's essential you contact us in a timely manner. Please let us know within 90 days after delivery. Any discrepancies in counts or damage due to transit must be reported within 2 weeks of delivery to qualify for credit.

On claim issues, we want to determine the cause so we can make changes to avoid repeating costly mistakes. We'll make every reasonable effort (limited to purchase price) to ensure you are pleased with your purchase and our service.

## Thank You

Especially during these uncertain economic times, we so appreciate your continued orders, your trust, and the strong relationship that we've developed with you over many years. Running a nursery, landscape, or garden center enterprise can be an intense experience; an adventure at times both painful and exhilarating. Because of YOU we have hopes for a bright future.

If you have further questions or comments, we'd really like to hear from you.

*Mark, Jolly & Staff*

## Bare Root Grading

Unless otherwise noted, all plants are bare root, and graded by stem height. Liners frequently purchased for grafting are sold as follows:

Size	Stem caliper just above soil line range	Metric caliper
1/8 in. caliper	1/8 to 3/16 in.	3.0 - 4.5 mm
3/16 in. caliper	3/16 to 1/4 in.	4.5 - 6.0 mm
1/4 in. caliper	1/4 to 3/8 in.	6.0 - 9.0 mm
3/8 in. caliper	3/8 to 1/2 in.	9.0 - 12.0 mm

## Visitors

You are welcome to visit us during any time of year. We have several growing locations, and want to be sure you're getting the most out of your time with us, so **please schedule your visit**. We'll arrange a tour to suit your needs.

### Office & Mailing

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Stayton, OR 97383

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