



## Terms & Policies

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We request you furnish us your Nursery Certificate number and applicable sales tax exemption number prior to the time of purchase. We are **wholesale only**.

Our regular terms are net cash, no discounts. Prices quoted are F.O.B. our nursery and are subject to change without notice.

### **We accept Master Card, Visa and Discover.**

We will be pleased to make credit arrangements with established firms upon receipt of a satisfactory credit application. Terms will be established as net 30 days. An account, which becomes overdue, will revert to payment in advance. Past due accounts are subject to a finance charge of 1.5% a month (18% annum). All correspondence will be kept confidential. Please allow 2 to 3 weeks for processing. COD orders will not be considered. A \$25.00 service charge will be assessed on returned checks.

Customers without established credit requesting us to ship will be required to prepay for their product and their freight. Any overpayment or credit will be refunded on request.

We warrant our nursery stock to be true to description or variety name under which it is sold. However, should a problem arise, we hold ourselves in readiness, on proper proof, to replace such nursery stock, or refund the original amount paid. We give no warranty, expressed or implied, as to the productiveness or the longevity of the nursery stock we sell, nor will we be responsible for the results secured on transplanting. We shall in no case be liable for any sum greater than the amount originally received for said nursery stock. We will not entertain claims after goods have been accepted or when written notice is not made within 48 hours of receipt of plants.

Orders accepted on the condition they may be voided or delayed without liability to seller due to delay or failure to deliver caused by crop failure, inclement weather, drought, hail, flood, fire, frost, freeze, labor strikes, errors in counts, or other causes beyond our control. All orders accepted are subject to availability of stock at time of delivery unless a deposit is made to hold trees. If delivery or pickup is not made by time set up, deposit is forfeited.

### **Pick Up Customers**

Our pick up customers are some of our best friends in the industry, and your business is greatly appreciated. Our goal is to make your buying experience a pleasant one. In order for that to happen a few simple guidelines need to be followed:

- 🚚 We ask you order a minimum of \$250.
- 🚚 Place your order 24 hours in advance of your scheduled pick up time and let us know your estimated time of arrival. If there are changes on your original order, please call and let us know prior to pick up. This will eliminate any further delays once you are at the nursery.
- 🚚 Check in at the office as soon as you arrive at the nursery. Our sales or customer service staff will be on hand to greet you.
- 🚚 Bring a tarpaulin or suitable covering to protect your purchase if you are loading an open trailer. We do not furnish that material. Once the product has left our nursery we cannot be held liable for any damage occurred during shipping.

If you have any suggestions on how we can better serve your needs or have plant requests, please let us know.