

Minimum Orders

Orders shipped via common carrier must meet our NET dollar minimum of \$3,500.00. This is a total of plants confirmed and shipped **per order**. This allows us to provide more efficient shipping. Additionally, we require minimum quantities based on container size. Those minimums are: 10 quantity for #1's and 5 quantity for #2, #3, and #5. This minimum applies to all orders regardless of how they are shipping. For local customers placing a "will-call" order, the total NET dollar minimum is \$1,500.00.

Shipping

At your request, we will arrange shipping for you via a truck broker. You will be charged freight C.O.D. by the truck broker unless you have previously established credit with them. The truck broker will assume responsibility for communication regarding the shipment of your order once it has left our property as well as the invoicing. If you are arranging your own freight, please allow us at least 5 business days' notice prior to the ship date. We do not assume responsibility for the handling of plants once loaded.

Adjustments and Cancellations

Please review your order acknowledgments and confirmations as soon as you are able and notify us of any changes. **Changes to orders involving field-grown material will not be accepted after January 1st**. Any material cancelled after March 1st will be subject to a 20% restocking fee. Our goal is to fulfill all of our customers' needs. We, in turn, expect that our customers will honor their orders. We reserve the right to substitute one size larger or smaller on all material. Please be specific when ordering, especially if a specific growth form or size is expected.

Custom Labels

We can add your company's retail prices, SKU's, and/or our UPC's to our picture tags for each plant for \$.50 per tag. We recommend sending in any retail pricing and/or SKU's at the time you submit your order. This information can be added into the fields next to the order quantity of our availability. We can provide an excel file version of your order confirmation where the retails and/or SKU's can be entered for quick importing. Your retail pricing and/or SKU's must be received by 12:00 pm PST the day before the ship date. You can also send us your own tags, if you choose, provided that they arrive on time. We will assume that single item quantities over 100+ can be tagged at the rate of 10% with a push or strip tag unless you specify that you require 100% be tagged.