

## Terms & Policies

### **Information for pick up customers**

It is our desire to provide our customers with the quickest and best service possible. Therefore, we ask that you follow these easy guidelines:

1. We ask that you order a min. of \$100.00
2. **Call to place your order one day prior to pickup.**
3. If your order was placed in advance, please call us to confirm your arrival time. (If we know you are coming we can hold crews.) Should you need to make changes or additions, let us know about this also. Waiting until your arrival to do so will slow the order processing and extend your wait.
4. Upon arrival, come directly to the office. A member of our sales staff will make every effort to see

### **Business Provisions**

Our regular provisions are net cash, no discounts. However, we do offer a program of discounts based on volume of your purchases.

Prices quoted are F.O.B nursery. These are wholesale prices restricted to those customers purchasing plants for resale. Prices do not include freight and are subject to change without notice. Sorry, no C.O.D. shipments.

### **Availability Notice**

Orders are accepted on 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, strikes, or other causes beyond our control. It is understood that all orders accepted are subject to availability of stock at time of delivery.

All orders are confirmed and subject to prices stated in price list at the time of delivery.

### **Credit Policies**

We will be please to make arrangements with established firms upon receipt of approved credit applications. Just give us a call or ask us to send you our credit application. Please be sure to complete all blanks, giving full addresses and phone numbers. A minimum of four trade references are required. We prefer those references to come from within the Nursery Industry. **REMEMBER: OPEN ACCOUNTS ARE DUE THIRTY(30) DAYS FROM INVOICE DATE.**

Past due accounts are subject to a service charge up to 1.5% per month (18% per annum). Any questions concerning a line of credit will be promptly answered. All correspondence is kept confidential. Please allow 4 weeks for processing.

that you receive the  
best possible  
service.

### ***Delivery Policy***

Hampton Roads - Free delivery with a \$500.00 minimum order.

Richmond - \$1000.00 minimum order with a 4% delivery fee.

Metro D.C. - \$2000.00 minimum order with a 10% fee.