

## North Branch Nursery Policies 2021\*

### Business Hours:

Apr.-June	M-F	7:30am-4:00pm	Sat. 8:00am-12:00pm	Sun. CLOSED
July-Aug.	M-F	7:30am-4:00pm	Sat. by <b>Appointment Only</b> <sup>+</sup>	Sun. CLOSED
Sept.-Oct.	M-F	7:30am-4:00pm	Sat. 8:00am-12:00pm	Sun. CLOSED
Nov.-Mar.	M-F	8:00am-4:00pm	Sat. CLOSED	Sun. CLOSED

<sup>+</sup>To schedule an appointment, please contact the Wholesale Sales Office no later than noon Friday. Drop ins without a scheduled appointment are subject to Retail pricing.

Policies are subject to change at any time. For the most current policies, please visit our website.

### Pricing:

Wholesale customers must apply and meet the requirements to receive wholesale pricing. Wholesale prices do not include shipping or installation unless otherwise noted. Price and availability of all stock offered in this list are subject to change without notice. Prices at time of ordering will prevail. Although all care is given when making this price list, occasional errors are made; we reserve the right to correct any such errors.

**Custom Tagged Orders:** We request you call our office to schedule an appointment if you wish to personally tag plant material in our fields. A 10% tagging fee will be added to these orders. If your customer wishes to choose their own plant material, you must accompany them to the nursery. If any sales associate assists your customer in the selection of plants to be paid for by you, a 10% tagging fee will be added to your order.

**Design and Installation:** Design assistance and/or Installation is available through our Landscape Department for an additional cost. No warranty on Installs. Volume and Cash discounts do not apply to design or installation prices.

**Purchasing through our Retail Garden Center:** Purchases made outside of wholesale business hours in our Retail Garden Center will be at Retail pricing. No adjustments or credit will be given, and materials must be paid for at time of purchase. Please see business hours as they change throughout the year. NBN does not allow your customers to make purchases on your account without you present. If you are not present, your customers are welcome to pay retail pricing and have you pick up their purchased material.

### NSDL:

Wholesale customers are required to have a current Nursery Stock Dealer's License (NSDL).

### Ordering:

There is no minimum order dollar or quantity amount. For order pickups, please call, email, or fax in advance at least 24 hours prior to pick up for available items (48 hours for larger orders, please). No order will be pulled before a time is confirmed. For plant material needing dug, the timeframe for digging will vary depending on and not limited to: weather, season, and volume of items needing dug.

**Discounts:**

**Volume Discount**

Volume Discounts are offered after one (1) calendar year of purchases made with all accounts kept current. The following discount schedule is based on total dollars spent on live nursery stock the previous calendar year; some exclusions apply. Most purchases made in the second year are eligible for the Wholesale Volume Discount, some restrictions apply. No volume discount will be given while account is overdue.

<b>Discount Levels:</b>		\$25,001.....\$40,000	7%
\$5,000.....\$10,000	2%	\$40,001.....\$60,000	9%
\$10,001.....\$25,000	5%	\$60,001.....and over	12%

**Quantity Discount**

Quantity Discounts are given on NBN-grown containers and B&B items of the same size and variety of plant. For B&B and Potted trees, quantities of 5 or more garner an extra discount. For container shrubs and perennials, quantities of 10 or more garner an extra discount. The quantity discount does not apply to bought-in items, native containers, and if quantities available are insufficient to garner the quantity discount.

**Cash/Check Discount:**

We offer a 2% cash discount on all orders paid by cash or company check at time of pickup or at time of delivery. Some exclusions apply.

**Terms:**

Credit will be given upon completion of the necessary application and credit inquiries. For those who have established credit with us, the terms are net 30 days. A service fee of 2% per month, 24% per annum will be charged on accounts past 30 days. Payments will be applied to service charges prior to Invoices. In the event an account is referred to an attorney for collection, all cost of collection including attorney fees will be paid by purchaser.

Account holders are responsible for payment of purchases on their accounts. North Branch is not responsible for tracking down customers' clients for payment, and your clients should not be paying NBN directly. Payments must be in U.S. funds.

We accept Cash, Company Check, Visa, MasterCard, Discover, and American Express. For security reasons, we do NOT hold credit card information on file. We can take credit card payments over the phone or in-person, but please do not email or fax credit card numbers. North Branch Nursery is not responsible for lost or stolen credit card information given through unsecure channels.



North Branch Nursery, Inc. reserves the right to withhold, change, or cancel credit terms for lack of payment, failure to pay on time, bounced checks, etc.

**Deposits:**

New customers and customers without credit terms may be required to pay a 25% non-refundable down payment on dig orders.

## Shopping the Sales Yard:

You are welcome to shop the sales yard during wholesale hours.

You must **check in** to the Wholesale Office before shopping the sales yard.

When shopping the yard and quantities of 5 or more of the same plant are needed, please notify a Wholesale Sales Associate to have the plants pulled from our growing area. This allows North Branch to more effectively and efficiently serve all of our customers and help maintain lower pricing.

The tagging of specialty and above ground items for later pickup is permitted during Wholesale hours. You must check in to the office and pick up a tagging form and ribbon. You must keep track of which items are tagged so the items are placed on your Sales Order. Failure to check in before tagging or an incomplete list may result in items being untagged. No tagging in the container sales yard or perennial houses is permitted. No afterhours tagging is permitted. Please contact a Wholesale Sales Associate for more information.

## Warranty:

North Branch Nursery warrants that all plants sold are in good, healthy condition and true to name. However, we do not warrant the plants to grow, nor do we warrant specific results. There are causes for failure beyond our control such as watering practices, soil conditions, weather conditions, and general care and attention. **CLAIMS FOR ANY REASON MUST BE MADE WITHIN 10 DAYS FROM RECEIPT OF SHIPMENT.** Proof may be required.

We will allow credit for proved unsatisfactory stock, but **WILL NOT ENTERTAIN CLAIMS AFTER STOCK HAS BEEN ACCEPTED**, and in no way are we responsible for more than the purchase price. We take no responsibility for any stock purchased and not taken care of properly, including plant material not tarped during transport. At the time of the pickup, both the customer and the NBN staff member who is loading the plant material will sign the loading slip agreeing that the plant material is as specified and in good condition.

## Cancellations:

Cancellations will **NOT** be accepted within 5 days of scheduled pick-up or delivery date. Fees may apply for full or partially cancelled orders.

- Cancellations that will amass a 10% re-stocking fee:
  - Any special-order items or plant material specifically dug for you
  - Materials cancelled after pulled for pickup
- Re-stocking fees must be paid at the time of cancellation or before any additional orders are pulled
- Substantial cancellations may affect future orders

## Order Pick-Up:

All order pickups must be made during normal business hours for the wholesale department. Materials being placed on account must be signed for. Please allow ample time to load prior to closing.

All pickups made outside normal hours are subject to retail pricing and must be paid in full before loading.

We will not be held responsible for the condition of any material dug for pick-up if it is not picked up within 5 days after notification that the plant material is ready.

After 5 days, field materials are subject to a \$.40 per plant, per day fee until the materials are picked up, unless other arrangements have been agreed upon with NBN. Any plant materials unclaimed by scheduled pick-up date will be subject to a re-stocking fee of 10% of the value of the order.

## Holding Fees:

Ready Sales Orders must be picked up in a timely manner. For Sales Order pickups, please let us know a minimum of 24 hours in advance before pickup to allow us time to pull orders. Once a pickup has been scheduled and an order is pulled, if all or part of the order is not picked up at the scheduled time, holding fees may apply:

- You must contact us in advance if you are unable to pick up an order on the scheduled date
- Pulled orders not picked up after 5 business days of scheduled pickup will be returned to the growing area and a 10% re-stocking fee will be assessed
- Re-stocking fees must be paid before any additional orders are pulled for you. Substantial delayed pickups without notification or re-stocking may affect future orders

For Sales Orders containing future-crop materials, North Branch will notify you when those plant materials become available. Once all crops on the Sales Order are ready and you are notified, materials must be picked up within 7 days after notification, unless other arrangements for holding are agreed upon.

- Materials not picked up within 7 days will be subject to a \$.20 per plant, per day holding fee
- If materials are not picked up after 14 days, the order will be automatically cancelled and re-stocked
- Holding fees must be paid before any additional orders are pulled

## Returns and Exchanges:

Returns and exchanges must be made within 5 days after material pickup. Plant materials must be in good condition and must not have been planted. Returns and exchanges are subject to a 10% re-stocking fee.

## Loading and Tarping:

North Branch Nursery and its personnel, as part of our service, will assist in loading your purchased plants safely and securely with protection from wind when necessary. No goods or plant materials are to be loaded into any vehicle or trailer without a Wholesale team member, no exceptions. Customers must provide the tarps, burlap, and rope. Tarps are available for purchase in the wholesale office.

## Deliveries:

North Branch Nursery, Inc. offers delivery for additional cost. NBN can deliver orders of any size, and we deliver to job site or company yard. We will do our best to ensure timely delivery. Delivery fees are calculated based on delivery location, number of trips, and equipment needed. North Branch asks equipment and unloaders be available at time of delivery. Please email, fax, or call for delivery pricing and date availability. Changes to orders cannot be made after noon the day before delivery. Volume and Cash discounts do not apply to delivery service charge. Volume discount still applies to goods, and Check discount may be applied to goods if giving the driver a check. Please, no cash at time of delivery.

\*Policies are subject to change; please visit [www.NorthBranchNursery.com](http://www.NorthBranchNursery.com) for the most up-to-date policies.