

North Branch Nursery Policies 2024

Pricing:

Wholesale customers must apply and meet the requirements to receive Wholesale pricing. 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 you or your customer in the selection of plants, a 10% assistance/tagging fee will be added to your order.

Purchasing through our Retail Garden Center: Purchases and pick-ups 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 should possess a Nursery Stock Dealer's License (NSDL) through their respective state.

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

Volume Discount

Volume Discounts are offered after one (1) calendar year of qualifying 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.

<u>Discount Levels:</u>	
\$25,001.....\$40,000	6%
\$5,000.....\$10,000	2%
\$40,001.....\$60,000	8%
\$10,001.....\$25,000	4%
\$60,001.....and over	10%

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. Some exclusions apply.

Terms:

Credit will be given upon completion of the necessary application and credit inquiries. 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. We do NOT hold credit card information on file. We can take credit card payments over the phone or in-person. NBN is not responsible for lost or stolen credit card information given through unsecure channels. NBN reserves the right to withhold, change, or cancel credit terms for cause.

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.

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. For quantities of 5 or more, please notify a Wholesale Sales associate or call ahead.

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.

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. 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 the plant material is ready. After 5 days, specialty dug field materials are subject holding/care fees until all 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.

Any tagged Specialty items, including Topiary plants and Japanese Maples, must be picked up or delivered within two weeks of the date they are tagged/ordered. Due to high demand, North Branch will no longer hold Topiary/Specialty items and Japanese Maples items longer than two (2) weeks. Any Topiary/Specialty items and Japanese Maples not picked up or delivered within two weeks will be released back in to stock and sold on a first-come, first-serve basis.

Holding Fees:

Ready orders must be picked up in a timely manner. For pickups, please notify us at least 24 hours 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 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. Substantial delayed pickups may affect future orders.

For orders containing future-crop materials, North Branch will notify when materials become available. Once all crops on order are ready, materials must be picked up within 7 days after notification, unless other arrangements are made. Materials not picked up within 30 days of order placement or after becoming ready may be subject to holding fees.

For larger materials, field-dug plants, and Pot in Pot, the fees are \$8.00 per plant per month (\$2.00 per plant per week). These items include all field-dug materials; all b&b, #10, and #15 arbs; all b&b boxwoods and other plants; all Pot and Pot trees, including Fruit Trees; and Hydrangea trees. For Container Shrubs, the fee is \$1.00 per plant per month (\$0.25 per plant per week). Container Shrubs include Roses, Native Containers, shrub Hydrangeas, Peonies, and #2 and #3 grasses, and all plants in #2 to #7 containers that are not considered as Japanese Maples or Pot and Pot trees. For Perennials, the fee is \$0.40 per plant per month (\$0.10 per plant per week).

Materials not picked up within an agreed upon amount of time are subject to cancellation with holding/care fees still applicable. In the event of a price increase, Sales Orders not picked up before the change are subject to the new pricing, and holding fees may also apply.

Cancellations:

Fees may apply for full or partially cancelled orders. Cancellations will amass a 10% re-stocking fee if any special-order items or plant material are specifically dug for you, or if materials are cancelled after being 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.

Warranty, Returns, and Exchanges:

North Branch 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. 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 on Buxus (boxwood) strictly prohibited. Returns and exchanges are subject to inspection and a 10% re-stocking fee.

Loading and Tarping:

NBN will assist in safely loading your purchases. **No materials are to be loaded without a Wholesale team member, no exceptions.** Customers must provide tarps and rope. Tarps are available for purchase in the Wholesale Office.

Deliveries:

Delivery is offered for an additional cost. No discounts apply to delivery surcharges. 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.

Policies are subject to change. Please visit www.NorthBranchNursery.com for the most up-to-date policies.