



## Ordering and Shipping Information

### **Availability Lists & Ordering**

Availability Lists are available online and the information is real time so there are no surprises.

Placing an order is always simple. You can:

1. Enter your order directly into our website: [www.silverfallsnursery.com](http://www.silverfallsnursery.com). Online ordering is the fastest; sign up for an account on our website and place your orders online.
2. Email us a copy of the order to [customerservice@silverfallsnursery.com](mailto:customerservice@silverfallsnursery.com).
3. Give us a call at 503-874-6525 to order by phone.

### **Shipping Minimum**

Our minimum is 1 full box, or 2 flats of 18. We cannot ship mixed flats.

### **Substitutions & Back Orders**

Let us know if you would like us to substitute similar varieties if the one you requested is not available at time of shipping.

Although we make every effort to fill your order completely, unpredictable crop and weather conditions can cause delay or failure. If we are unable to ship your order in its entirety, we will backorder a remainder of 4 flats or more. If less than 4 flats remain, a new order can be made.

### **Custom Growing Services**

Silver Falls Nursery grows a wide variety of plant material in liners. However, you may desire an item in larger volumes than we have available, or you may be looking for a variety that we do not currently grow. We would welcome the opportunity to grow it for you, so please do not hesitate to request a quote!

Minimums for custom orders vary depending on variety, timing, space and finished size desired. A 25% non-refundable deposit and signed custom crop agreement are required prior to propagation. All custom orders are specially priced and do not qualify for early order or volume discounts.

### **Canceling Orders**

If it is necessary to cancel an order, you must submit a request to your Sales Representative as soon as possible. A fee of 15% will be assessed for orders already in process.

### **Plant Royalties**

All royalties are included in listed prices. No surprise fees, ever.

### **Shipping Methods**

We ship to all 50 states via FedEx Ground. Shipping to East Coast and Midwest states is a flat rate of \$50 per box. West Coast states (WA, OR, CA, ID, NV) cost \$30 per box. Large orders may be shipped via semi on our wooden One-Way Shippers. Each shipper holds 1008 plants and costs \$125 plus freight. Local customers are welcome to pick up orders on-site or contact us to discuss delivery options.

### **Terms & Conditions of Sale**

All sales are in US Funds only and payable via COD, check, cashier's check, Visa, MasterCard or credit account. All new customers are on COD terms until you become an established customer at which time you may apply for credit terms.

Credit accounts are payable net due within 30 days. If an invoice becomes overdue, all applicable discounts will be withdrawn and a finance charge of 11/2% per month (or a minimum of \$2.50 per month) will be added and the account will be placed 'On Hold' and not be able to receive further deliveries.

Prices and policies are subject to change without notice. All prices quoted and orders sold are F.O.B. Salem, Oregon.

### **Plant Claims**

We are committed to shipping high-quality, true-to-name plant material in the most efficient method possible. Upon arrival of your shipment, please remove and inspect plant material immediately. All claims must be submitted within 3 business days of delivery or they will not be considered. Photos and documentation will be required.

### **Dormant Material**

We prefer to ship liners in their actively growing stage. We will ship dormant material upon customer request and it shall be the customer's responsibility to bring the plants out of dormancy. Please inspect roots upon arrival. Plants should be kept cool and potted carefully as soon as

possible while avoiding placing the crowns too deep. Keep soil on the dry side until the roots begin to grow. Please note that credits will not be issued for liners issued in a state of dormancy.

### **Carrier Claims**

Plants are packed carefully and securely to avoid damage in transit. We cannot guarantee against delays, mishandling or other causes beyond our control when shipping by transportation carriers or couriers. Many carriers do not assume responsibility for perishable goods and do not guarantee timely transit. Once plants are in the possession of the transportation carrier, the customer becomes solely responsible for any damages, delays or losses while in transit.

This becomes more critical during the hot or extreme cold weather months. Please advise us 5 business days in advance of an impending shipment if weather conditions in your area become unfavorable. Customers must take responsibility for final approval of any shipment.

Notify the carrier within 24 hours of delivery of any claims. Do not dispose of any packing materials or paperwork. Documentation and photos will be required. Notify Silver Falls Nursery at the same time as often we will be required to supply documentation for the process.

### **Limits of Liability**

Silver Falls Nursery LLC liability is limited to the cost of the plants purchased.