



## **SPECIAL ORDERING GUIDELINES: PERENNIALS**

Due to increased demand, limited resources and disruptions with our supply chain, the Perennial Department is instituting new guidelines for special orders, effective immediately:

- No regularly stocked items will be 'tagged' or moved into the sold area, unless it is part of a larger order that meets the following criteria. If an item is not available, contact us and we will let you know when they are expected to be re-stocked.
- Non-stock perennials that require special ordering must be ordered in increments of 6. This does not include Grasses, Roses, Vines, or Peonies.
- Minimum order for special ordering is \$1,000. No deposit is required. This minimum may be waived on orders that are combined with nursery stock or other special circumstances.
- Prior to placing the order, we will require confirmation that the order is accurate and that you are committed to the purchase. If substitutes are required, we will ask for subsequent approval as well.
- If you fail to pick up any item that have been special ordered for you, there will be a 20% re-stocking fee, for that item
- Our sold area is meant to temporarily house the special orders. It is not a long-term holding area. Therefore, any item that is left in the sold area for more than 10 days after we have notified you of its arrival, will be returned to stock and a 20% re-stocking fee could be applied. If you have delays in your project, feel free to contact us and we will do our best to accommodate your needs. However, plant material will deteriorate over time so please let us know.

Our goal is to serve all of our customers as best we can. These changes will allow us to focus our limited resources on servicing customers in our yard on a cash and carry basis, as well as assisting you with orders that require more coordination and multiple sourcing.