

STRAND
NURSERY

since 1897

Dear Customers,

Please note that you can access our Product Pricelist and occasional communications via our website, www.strandnursery.com. Once you subscribe to the website, you will have access to the most current pricelist at any time.

Please email orders to: sales@strandnursery.com

Or donna@strandnursery.com

Or call us at: 260-894-3996 (Office)

Our Mailing Address:
Strand Nursery
2644 West 650 North
Wawaka, IN 46794

Terms, Conditions, & Info.

- **Customers must open and inspect all products in the boxes upon receiving them. Any concerns must be reported within 48 hours of receiving the product.**
 - Strand Nursery will not be held responsible for failures in plants after inspection and planting. We guarantee all dormant roots to be of good quality and health when they leave our premises and arrive at the location specified. At no time will we be held responsible for losses greater than the cost of the roots shipped.
 - If a claim is reported within the 48-hour warranty period, the claim will be reviewed and any credits on account will be sent to you in a Credit Memo form. The Credit Memo number must be used when the credit is applied to payments on any future orders.
 - We do include 1 extra for every 25 roots shipped, this will be taken in to account on any claims.
- Our standard turn-round time for orders is 2 weeks, special orders may take up to 8 weeks. Any orders that require shipment within 2 weeks may be assessed a Rush Charge of \$35.00.
- Any orders that have been entered in to our system and an Order Acknowledgement has been issued will incur a restocking fee if cancelled of 10% of the order.
- Credit Terms are:
 - **Net 30 Days** for those with established, good credit with Strand Nursery.
 - Returning customers without established credit will be **Due on Receipt**.

- New customers will need to **Pay Prior to Shipping**.
- New customers with large quantity orders may be required to provide a **50% down payment and final payment prior to shipping**.
- 1.5% interest per month for all overdue invoices.
- If your status is Net 30 days and your payment is received 31 days or later, your account can be moved to Due on Receipt status.
- All discounts apply ONLY to invoices paid on time. If your payment is past due, the discount amount may be invoiced back to you.

- Additional discounts will be applied for larger quantities requested per order:
 - 10% off orders of 500 or more total plants.
 - 15% off orders of 1000 or more plants.
 - 20% off orders of 5000 or more plants.

We are required to charge sales tax on all orders being shipped to Indiana, unless we have a Resale/Tax Exemption Certificate on file.

- Payments may be made via check, ACH, or money order.
- Credit card payments are limited to payments less than \$600.00 unless customer approves additional fee of 4.5% for the use of a credit card.
 - If a credit card payment is requested the payment options are:
 - A credit card payment link will be emailed separately from the detailed invoice.
 - Via phone call to our office.

Shipping Info

We ship via UPS, FedEx, and/or USPS at cost.

To avoid plants sitting over the weekend, we try to ship orders on Mondays or Tuesdays to arrive later in the week.

We assess a \$2.50 packing charge per box. You may receive a separate invoice for shipping 7-10 days after receiving the shipment due to the processing time needed to calculate the actual shipping costs.

You may receive more than one shipment if one or more of your items are on back order.

Shipping is year-round. We discourage shipping when the temperatures are over 70 and under 20 degrees Fahrenheit.

For Special Order plants, most are collected on an 'as needed' basis and not stored in our storage facility. Because of this, we will need to confirm they are available once you order, then ask for up to a 4 week lead time, a 50 count minimum, as well as some will only ship certain months of the year.

Thank you!