

FAQs about Native Tree and Shrub Sale

Q: Where do I pick up my trees and shrubs?

A: Pick up is at Ross Camp on Wednesday, **September 29th**

Q: How do I know what time to pick up the trees and shrubs?

A: Check the sign-up genius via a link that came to the email you provided on the order form. The email would have come from lanae.woods@in.nacdnet.net.

Q: If I can't sign up for a time slot, what time should I come?

A: Between 2-3PM or between 6-7PM on Wednesday the 29th

Q: What if I can't make it to my sign-up time?

A: Come when you can, but you might have to wait until there is a break in others picking up their trees at their designated times.

Q: What if I did not pick up my trees and shrubs on Wednesday the 29th?

A: **Please make every effort to pick up your trees, or have a friend pick them up for you. It is very difficult for us to haul and store trees at our office.** We will only hold unclaimed trees for a limited number of days at 1812 Troxel Drive, Lafayette. You must contact us at (765)474-9992 EXT 3 to set up a pickup time that works.

Q: Why hasn't my check cleared the bank yet?

A: In the days following the Ross Camp pick up, Lanae will be processing the payments. If you have specific questions about this, feel free to call Lanae Woods at (765)474-9992 EXT-4001

Q: What if I am unsatisfied with my order at pick-up?

A: You have the right to refuse the tree or shrub at time of pick-up if dissatisfied. A refund, minus a 5% restocking fee, will be issued by check within one week. No guarantee or refund will be issued after pick-up.