

Hart's Greenhouse & Florist 2024 Wholesale Customer Guidelines

General Guidelines for all customers

1. Wholesale prices paid are determined by the total dollar amount spent in the previous year with 4 price brackets at the following volumes:

Platinum Level	\$75,000 and Up
Gold Level	\$2,000 - \$74,999
Silver Level	\$500 - \$1,999
Bronze Level	\$499 and Under

2. Customers who reach a new volume during the season will receive the new pricing at that time and for all purchases afterwards. All new customers will start at the level that corresponds to their opening order (unless previously arranged) and receive new level discounts if they reach a new level. Customers Billing Through Master Nursery or True Vale are entitled to the Platinum Price level.
3. All new Customers are required to provide the following information to obtain wholesale discount pricing
 - a. Documentation of proof of business name- 2 forms of Business ID (business card, mail addressed to business, business checks, Federal EIN number in business name, Sales & Use Tax Permit, or Home Improvement Contractor's License)
4. Sales Tax will be charged until a valid Sales & Use tax Permit is submitted
5. Unless otherwise arranged, all new customers are Cash & Carry or COD only. Credit is not extended until a long-term relationship is established.
 - a. Customers are encouraged to use Visa, MasterCard, Discover, or American Express cards for purchases.
 - i. Credit Card purchases have a \$3000 maximum per our processing company. If a customer needs to make a purchase more than \$3000 we will need to split it into multiple transactions.
 - b. Business checks will be accepted only with proper identification (current driver's license). There is a \$20 fee for checks returned for insufficient funds.
 - c. Customers wishing to obtain credit can fill out a credit application through the main office. Credit applications take 2-3 weeks to process.
6. All plant material is sold on a first come first serve basis from week to week. Customers are encouraged to use the weekly availability order form for the best selection of plants.
7. Availability is emailed out weekly in season. To receive weekly availability please complete our wholesale contact form.

8. Customers are responsible for knowing what price volume applies to them, regardless of what price is published on availabilities and lists. Prices are subject to change with or without notice.
9. All orders placed by 12pm Monday are guaranteed to be pulled that same week. Orders that come in later than 12pm Monday may get delayed to weekend pickup or delivery.
10. We reserve the right to make substitutions for material that is unavailable at the time the order is pulled. When such an instance occurs will make every effort to contact you regarding substitutions before pulling your order. If you do not want substitutions, you may check the 'no substitutions' box on our availability form.
11. When you place an order, please be sure that you receive an order confirmation from us within 1-2 days. We email confirmations for all our orders whether they are pick up or delivery. If we have not emailed you a confirmation by Wednesday it is possible that we have missed your order.

Guidelines for Pick Up Customers

1. All visitors MUST check in at the office, even if you have called ahead and made an appointment. Failure to do so will jeopardize your shopping privileges. Visitors who do not check in with main office staff will be asked to leave.
 - a. Canterbury Office hours are as follows: Monday-Friday 8am-12pm, 12:30pm-4:30pm. Our office staff takes lunch from 12pm-12:30pm
 - b. UPDATE regarding our Preston Facility: The wholesale office in Preston is no longer staffed daily, so it is imperative that all walk-in customers call or email before stopping in.
2. Please Park in designated areas. There may be large trucks moving in and out of the facility at any time, and for your safety and the safety of others, we need to have clear roadways and loading docks. We are not liable for damage done to vehicles not parked in a designated parking area.
3. Please check with staff when picking out plants in the wholesale area as some may be sold already. Any plants that are flagged or sections roped off are sold. We ask that you please be respectful of other people's orders.
4. We reserve the right to deny access to any area for any reason including but not limited to; customer safety, pesticide applications, and wholesale order pulling.
5. Pick up hours for orders that have been pulled by Hart's Greenhouse staff are from 8:00am-4:30 Monday-Friday at our Canterbury Farm, and by appointment at our Preston Farm.
6. All pick up orders pulled by our staff have a \$250 minimum to be fulfilled and will take between 1-3 business days to complete.
7. When you place your order, we will be in touch with when you can come pick it up. We ask that if you need to pick up material outside the timeframe above, you can call ahead and schedule with the staff. In such cases we will most likely take your order and pull it, and have it waiting in a designated area for you to pick up and pay for. If you do not come at the time you schedule with staff, your plant material will be put back out for sale.
8. We will not hold any plant material at our facility longer than 24 hours after pick up has been scheduled

9. We have designated hours of 'shopping' on Fridays from 9:00am-3:00pm for customers who prefer to pull their own material or who have orders that do not meet the \$250 minimum. All wholesale areas are self-service. Customers are responsible for choosing and loading all their own plant material at time of pick up. Upon Check out you will be required to let our staff check your purchases. We do not accept returns or exchanges for any reason on Customer Pulled material.
10. Customers should be aware that wholesale areas are active environments with unique safety concerns. We advise that all people who come to pick out plant material be employed by you and have some previous experience. No children or pets are allowed in the wholesale areas.
11. There is no smoking allowed anywhere on Hart's Greenhouse property. Smoking on property will result in being asked to leave.
12. All potted material and flats are sold as full trays of one variety only. Split or partial trays purchased in wholesale areas will be charged the full retail price. If you need to purchase single pots, our retail stores have a wide selection, and you will still get a small discount. Purchasing partial or mixed trays in wholesale (including the same genus but different colors) will result in full retail price charges.

Guidelines for Delivery customers

1. Orders for delivery must meet delivery minimum. Orders that don't meet minimum are subject to truck space and routes. Delivery prices are added to all orders. Please see our updated freight for 2024. Freight is assessed at the time of delivery.
2. We make every effort to accommodate special delivery requests; however, during the peak shipping season specific delivery days may not be possible due to truck routing. We thank you in advance for your understanding.
3. Additions may be made to minimum orders until 12pm two business days before delivery.
4. We can leave carts at the time of delivery. Although we will be leaving carts, we ask that you still make every effort to get them unloaded in a timely fashion, as we may pick up the empty ones before your next scheduled delivery.
5. Carts are not to be used for displaying or merchandising plants from. Hart's Greenhouse is not responsible for damage done by carts if they are misused. Carts that are lost or damaged will be charged to the customer at a price of \$400.00 each.
6. Please have at least one staff member available at the time of delivery to oversee where carts will be dropped and look for damaged or missing material so that we can process paperwork in a timely fashion.
7. If material is missing or unacceptable at the time of delivery, it is the responsibility of the customer to accurately mark the paperwork and sign for the delivery. Paperwork that is not accurately and legibly marked may not be eligible for credit.
8. Although every effort is made to supply you with the highest quality plants, if at any time you are not satisfied with the delivered material, please let us know within 24 hours to request a credit. Due to the perishable nature of the plants, we are unable to give credit beyond 3 days after delivery. Pictures may be required before a credit is given.