

## Hart's Greenhouse & Florist 2018 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 3 price brackets at the following volumes:

Platinum Level	\$100,000 and Up
Gold 1 Level	\$2,000 - \$100,000
Silver Level	\$500 - \$1,999
Bronze Level	\$499 and Under

2. Customers who reach a new volume in the course of 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.
3. All new Customers are required to provide the following information in order 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 )
  - b. Sales Tax will be charged until a valid Sales & Use tax Permit is submitted
4. Unless otherwise arranged, all new customers are Cash & Carry or COD only. Credit is not extended until a long term relationship is established. Customers are encouraged to use Visa, MasterCard, Discover, or American Express cards for purchases. Business checks will be accepted only with proper identification (current driver's license). There is a \$20 fee for checks returned for insufficient funds. Customers wishing to obtain credit can fill out a credit application through the main office. Credit applications take 2-3 weeks to process.
5. All plant material is sold on a first come first serve basis from week to week. Customers are encouraged to use the weekly availability for the best selection of plants. Availability is emailed or faxed out weekly in season. To receive weekly availability please complete our wholesale contact form.
6. We reserve the right to make substitutions for material that is unavailable at the time the order is pulled. If you do not want substitutions you may check the 'no substitutions' box on our availability form.

## Guidelines for Pick up customers

1. All visitors **MUST** check in at the office. Failure to do so will jeopardize your shopping privileges.
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, and wholesale order pulling.
5. Pick up hours are from 8:00am- 3:00pm Monday-Friday. We ask that if you need to pick up material outside this window, you 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. We cannot hold any plant material in peak season.
6. All wholesale areas are self-service. Customers are responsible for choosing and loading all their own plant material at time of pick up unless other arrangements have been made. 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.
7. There is no smoking allowed anywhere on Hart's Greenhouse property. Smoking on property will result in being asked to leave.
8. We will gladly pull your order with 24 hour notice, however we can only hold plants for 24 hours unless other arrangements have been made.
9. All potted material and flats are sold as full trays only. Split or partial trays purchased in wholesale areas will be charged the full retail price.
10. We cannot accept returns of plants purchased in the wholesale areas.
11. **New for 2018:** Silver and Bronze level customers are encouraged to shop our retail store where you will receive the same pricing as in our wholesale areas. Our retail store has extended hours in the evening as well as weekend hours to pick out plants. There is also a selection of material from both wholesale farms which will eliminate your need to drive between two pick up locations.

## 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 unless otherwise arranged. Please see our updated freight chart for your new flat rate. 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. If ordering from both locations, it is important to place orders no later than 5pm one full business day before the material will be shipped. Additions may be made to minimum orders until 12pm the business day before delivery.
4. **New for 2018:** We will now be able to 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. 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.
5. 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.
6. 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.
7. Although every effort is made to supply you with the highest quality plants, if at any time you are not satisfied with 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.