

PRICING TERMS AND CONDITIONS:

- Bulk orders are available to businesses, non-profits, agencies, municipalities, and folks in the plant trade.
- Order minimum of \$100.00. For orders under this amount, we encourage you to check the availability at our Oxbow Farm Stand.
- Organizations whose missions align with Oxbow's are eligible for up to a 50% discount - contact us for details. These could include:
 - Nonprofits, Tribes, Schools or other Government Entities engaging in ecological restoration or environmental/horticultural education especially relative to native plants.
- Delivery is available for orders over \$500. Delivery charge is \$100 within a 20-mile radius of Oxbow or \$150 within a 20-40-mile radius of Oxbow. Delivery not available over a 40-mile radius, or on any routes that require a ferry.
- A 15% cancellation/restocking fee will be charged for confirmed orders cancelled or reduced within 30 days of delivery. Orders may not be canceled after we have prepared the order for delivery.
- For tax exempt sales, please provide a current reseller permit when you place your order.

ORDERING PROCESS:

- Please email us a plant list with the date you wish to pick-up/deliver the plants, and we will reply with a quote. From there, we can build/change your order, and agree upon a pick-up/delivery date.
- Quotes must be confirmed within one weeks' time, or the plants will be freed up to sell to other customers.
- Payment is due at the time of pick-up or delivery and can be paid either with a check or through credit card payment online. Credit card payments will incur a 2.9% service fee plus \$0.30.
- Pickup can be done by appointment, M-F, between 8-4. At least 48 hours-notice is required, more notice may be required for larger orders.
- Because of the unpredictable nature of growing plants, we are not able to guarantee that we will be able to fulfill your pre-order with the requested quantity of plants. We always grow more plants than are necessary to account for any losses that may occur, but even then, there are factors that can influence what we ultimately have available. We will communicate with you as soon as we know of a quantity change to give you as much heads-up time as possible.

CONTRACT GROWING:

Please email us to discuss your project. We typically need a years advance notice to do a contract grow and need confirmation of your order no later than September for delivery the following fall. Some species do take multiple years to grow, so the sooner you involve us in the process the more likely we will be able to accomodate your needs. A 25% non-refundable deposit is required for contracts.

WARRANTY:

We guarantee that plants leaving our nursery are healthy and meet our high-quality standards. Due to many variables beyond our control, we are unable to guarantee plant survival after leaving our care. If plant quality is in question, we will review claims reported within 30 days. Replacement or nursery credit will be given based on our review, up to the original purchase price.