



Terms of Sale

Availability & Ordering

Availability is sent via email every Friday Evening for the upcoming week. Orders are processed on a first come, first served basis. We do not take pre-orders or special orders. Orders must be placed using the weekly availability form and can be submitted by fax or email (email is preferred). No phone orders please. Orders must be placed based on availability as we will not ship product that isn't retail ready. An item listed with 0 availability is not ready or in-between crops. It is ideal to place an order on the current availability of the week the order is desired. For orders submitted in advance, we will ship what is available when the ship week arrives. We do not keep track of back orders, any product ordered but not fulfilled will need to be re-ordered when it becomes available. Once an order is in our system, an order confirmation will be emailed. We do our best to communicate shortages within 24 hours of order entry.

Order turnaround is 1-3 days. Orders must be submitted by Monday at 12:00 pm EST. Timeliness is critical for us to schedule deliveries for the week. This allows our shipping process to run smoothly and enables us to complete your order in a timely, efficient manner. We do not have set delivery days for each area. We do our best to accommodate requested delivery days, however, we cannot guarantee it as it is highly dependent on filling trucks to keep freight costs down. If you have any specific requests, multiple orders per week, specific delivery days or times needed, please give us advance notice, we will do our best to accommodate.

We ask that orders be made in full shelf quantities by product category to make shipping and loading more efficient. For example, 4.0 Accent Plant, 12 trays = 1 shelf, so 12 trays is the minimum for that category (may be different varieties within the category). Flats and small pots ship in pack quantities and are listed as such, please order by number of packs, not individual pots. Rack configurations are listed on our forms and in our catalog.

Orders in process are difficult to change, therefore, order changes cannot be guaranteed. Please keep order adjustments to a minimum once an order has been placed. Once an order is "in process" we cannot make changes.

Delivery

We deliver by both semi and straight trucks. Please let us know ahead of time if you are unable to receive deliveries by semi due to space restrictions or if you have special instructions for delivery. All of our trucks have lift gates to accommodate every delivery situation. Due to DOT regulations and situations beyond our control, we will give you an estimated window of time for each delivery at least 24 hours in advance.

All delivered orders require a minimum of 3 racks. A \$50 below minimum fee will be charged per rack that doesn't meet the minimum. All pricing includes delivery unless product is picked up. If pick-up customers request delivery, we reserve the right to charge delivered pricing or add a delivery charge. A fuel surcharge may be added to every delivered order at our discretion if diesel prices unexpectedly surge.

Shipping Racks

Our shipping racks are standard rolling racks (60"L x 30"W x 90"H). We prefer to unload and take back the racks if an order is small, otherwise we will drop and swap with empty racks on the next delivery or when our truck is in the area, whichever comes first. For safety and liability reasons, do not assist drivers when they are unloading the racks from the truck. Only once a rack is safely off the truck may you move the rack using the handles, do not move the rack by placing hands on the side edges. Apply the brake on the bottom by pushing down the lever to ensure the rack stays in place. Tap the kick plate to release. Do not transport our racks using a Hi Lo, this damages the brake system. Do not transport our racks to a different location, they must remain at the original delivery location.

Please unload the racks promptly after delivery. Our racks are for delivering product only and are not to be used for displaying product. We track our racks by location and drivers passing through may stop prior to the next delivery to pick them up. We are also able to track each rack by delivery date. If our racks are not being returned to us in every delivery cycle, a rack rental fee of \$100 per rack per week will be instated. We own our racks, they are not part of a rental program, therefore only Meadowridge, Inc. drivers are authorized to pick up them up.

Issues & Credits

Please inspect your plant product immediately upon receipt. It is mandatory to notify Meadowridge within 48 hours if you receive any unacceptable or damaged product. We reserve the right to have all questionable product returned at our expense. When possible, return such product on the original delivery truck. Our drivers are instructed to inspect returns and make notations on the paperwork. All product being credited must be returned to Meadowridge. A revised invoice will be emailed or faxed shortly thereafter. Failure to report such claims may result in denial of any future credit. We will not offer credit on product that has perished due to neglect and improper care after the delivery or pick-up date. Please do not take credits without contacting our customer service team first. As always, please call at the time of delivery with any issues or concerns.

Payment & Terms

Customers with terms are responsible to pay invoices within the terms granted. Finance charges will be assessed on late accounts. Delinquent accounts that reach 90 days past due will be sent to collections, no exceptions. For more detailed information, please refer to our Credit Policy which is available upon request.

For those who wish to set up an account and/or apply for terms, an account setup & credit application must be completed at least 30 days prior to ordering. The processing time for credit applications varies, any that are still in-process at time of first order automatically results in C.O.D. terms until credit can be established. C.O.D. accounts must provide the delivery driver with a check or call our office and pay with an e-check or credit card at the time of delivery. If payment is not provided, the product will not be unloaded.