



Availability & Ordering

Availability is published every Saturday afternoon for the upcoming week and is first come, first serve. Availability is sent by email, it can also be found on our website at www.meadowridgeinc.com. Orders can be placed using our weekly availability form and submitted by fax or email (email is preferred). 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 is in-between crops. We do not set aside most pre-orders in advance. It is ideal to wait and place your order until you receive the most current availability. For orders submitted in advance, we will ship what is available when the ship week arrives. We do our best to notify you of shortages at time 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 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 try to accommodate.

We ask that orders be made in full shelf quantities by product category to make shipping and loading more efficient. For example, 3.5 Accent Plant, 12 trays = 1 shelf, so 12 trays is minimum for that category (it may be different varieties within the category). Flats and 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 via a 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 new DOT regulations and situations beyond our control, we will give you an estimated window of time for each delivery.

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 if diesel surpasses \$4.20 per gallon. This will be determined by DOE's national average.

Racks

We use standard rolling racks (60"L x 30"W x 90" H). We prefer unloading and taking 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. Our racks are for product delivery only and are not to be used for display. Please unload the racks promptly after delivery. We are able to track our racks by location and drivers passing through may stop before your next delivery to pick up empty racks. We are also able to track each rack by delivery date. In the event that 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. Only Meadowridge, Inc. drivers are authorized to pick up our racks.

Issues & Credits

Please inspect your plant product immediately upon receipt. It is mandatory to notify Meadowridge, Inc. within 48 hours if you receive any unacceptable or damaged product. We reserve the right to have all questionable product returned at our expense. 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. When possible, return questionable or damaged product on the original delivery truck. Our drivers are instructed to indicate damages and make notations on the paperwork. All damaged product being credited must be returned to Meadowridge. A revised invoice will be faxed or emailed shortly thereafter. 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.

If you wish to apply for terms, a credit application and credit check must be completed. Otherwise we accept Visa, MasterCard and American Express. C.O.D. accounts must provide the delivery driver with a check or call our office and pay with a credit card at the time of delivery. If payment is not provided, the product will not be unloaded.