



## **2010 Early Order Plant Program**

### **Frequently Asked Questions**

#### **Who can purchase through the early order program?**

The early order program is limited to wholesale customers only. Eligible participants may include retailers, nurseries, landscapers, installer/contractors, and non-profit groups that can provide the appropriate business tax identification or reseller's permit number. Municipalities, schools, and state/federal agencies are also eligible. All customers must meet the terms and conditions of the program.

#### **I am not eligible for the program but would like to order plants. Is there another way for me to purchase?**

Absolutely! Retail customers can still order all of our native plants, seed mixes and other products directly from Agrecol by visiting our website store at [www.agrecol.com](http://www.agrecol.com). If you have any questions, please email us at [ecosolutions@agrecol.com](mailto:ecosolutions@agrecol.com) and we will be happy to assist you.

#### **Is there a minimum order requirement, or a maximum order limit?**

Yes. The minimum order requirement is four full trays. There is no limit on how many trays you can order. Quantities are subject to availability.

#### **When is the latest I can order?**

All orders must be received by 5 PM Friday, March 12<sup>th</sup>, 2010.

#### **When will my plants be ready?**

You can schedule your plants to be shipped or picked up between April 20<sup>th</sup> and June 12<sup>th</sup>, 2010. Please be aware that while we do our best to fulfill your entire order by your scheduled delivery date, circumstances beyond our control may prevent some species from being ready by our opening week. We ask that our customers schedule their pickup/shipping dates according to their anticipated installation date.

#### **Can I make changes to my order?**

We will allow additions, deletions or species changes until March 12<sup>th</sup>. Changes and cancellations may be subject to additional fees; please see the Early Order terms and conditions for more information.

**Can I have my plant trays boxed for pickup?**

Plant trays scheduled to ship are always packaged in boxes, and packaging is included in the shipping cost. Plants for pickup are always staged as loose trays. You may request them to be boxed for an additional charge of \$1.50 per tray.

**What are my shipping options?**

Orders of 4-15 trays are shipped Fed Ex Ground. Cost is 25% of total order. 16+ trays are shipped Fed Ex Freight. Cost is 15% of total order. You will need to have a dock door or forklift in order to receive a pallet delivery by freight. Additional charges may apply if you do not have facilities to receive freight. Due to carrier surcharges, there may be additional fees for jobsite deliveries, call-ahead requests and residential area deliveries. All shipped orders are boxed for shipment. If ordering 16 or more trays, they are boxed, stacked on a pallet and then shrink wrapped.

**Can Agrecol deliver my plants to me?**

If you order 100+ trays and are within 50 miles of Janesville WI, we can offer delivery as an option. Delivery scheduling is subject to our staffing and resource availability. Please call customer service for more details.

**My plants were supposed to arrive today; I have not yet received them?**

Plants are usually delivered by the carrier within one to three days of shipment depending on location. If you do not receive your plants by that time frame, give us a call and we will work with the carrier to ensure you receive your plants.

**My plants were damaged/dead when they were delivered, can I get a refund?**

We ensure that our plants are well hydrated, healthy and securely packaged for shipment. If your order is damaged during shipping, please notify us within 48 hours of delivery so we can address the issue immediately. We will do our best to ensure your satisfaction.