

# Serra Gardens Terms and Conditions 760 990 4762

## CLIENT QUALIFICATIONS

We accept the following types of clients

1. Licensed Landscape Architects.
2. California Landscape Contractors with C-27 license on file.
3. Designers with business card or cancelled check that clearly displays "Landscape Design" on it.

## BUSINESS HOURS

•Tuesday-Saturday 8am-4pm. Closed Sunday and Monday.

## PAYMENT

All orders will be payable in full when invoiced or tagged.

## CONDITIONS

- This price list cancels all previous editions and is intended for the trade only.
- All prices are quoted F.O.B. Serra Gardens.
- Prices are subject to change without notice and availability of plant material will vary.

## PLANT PREPARATION AND CRATING FEES

•Many specimens require some form of preparation such as wrapping with paper and/or crating. Estimates are custom by the specimen and will depend on size, time, and materials.

## QUOTES

- Verbal quotes good for 24 hours only.
- Written quotes good for 2 weeks.

## TAGGING PLANTS

•A full non-refundable deposit is required to hold tagged material.

## YARD FEES/ PLANT STORAGE

•On prepaid orders we will hold your plants free for 15 days. After this 15 days a yard fee of 10% the value of all remaining plant material per month, due and payable upon pickup.

## BARE ROOT PLANTS

- Any bare root prices quoted are for the client to excavate.
- We charge \$60/hr. excavation fee.
- There are absolutely no returns on bare root plants.

## CONTRACT GROWING

•50% down and 50% upon pickup. This ensures the availability and quantity of grown plants for a future date.

10% yard fee per month due payable in advance for materials held beyond 30 days of contract pickup date. Please inquire for available timeframe regarding your materials. Adequate growing time must be ensured.

## NON-WARRANTY

•Serra Gardens will exercise due care to have all material true to name, and makes no further warranty, expressed or implied, as to the variety or productivity of any nursery stock sold. Under no circumstances will Serra Gardens be held liable for more than the invoice price at the time of purchase.

## CLAIMS, RETURNS, & EXCHANGES

- Any claims must be made within two weeks after receipt of goods.
- Returned Plants must not have been removed from their containers be in saleable condition.
- Nursery credit only.
- Returned nursery stock will be subject to a 25% restocking fee.
- There are absolutely no returns on bare root plants.

## INTERNATIONAL ORDERS

*Please note: Every effort will be made to prepare your order for safe shipping, and in observance of specific rules by importing countries. Even so, international orders are subject to more risk for live plants.*

- Minimum international order is \$1000
- All plants are shipped bare root. There are absolutely no returns on bare root plants.
- The client assumes full responsibility for any required import permit, import duties, or local inspections that may be required. Failure to meet these requirements can cause substantial delays in delivery.
- The client assumes full responsibility for the total amount of the purchase and shipping once it leaves the nursery. Serra Gardens/ Cacti.Com will not be liable for any loss for any reason when shipped to anywhere outside of the United States.
- All international orders must be accompanied with a phytosanitary certificate issued by the United States Department of Agriculture (USDA), currently \$120.
- An appointment must be scheduled with the USDA to inspect your plants for the phytosanitary certificate. This can take up to 3 days.
- UPS shipments take 6-10 days to be delivered to international destinations, and sometimes longer.
- Any additional questions you have about this process can be sent to [Beth@serragardens.com](mailto:Beth@serragardens.com)

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As of October 1, 2016

Estimates upon request