



# Terms and Conditions

## Ordering

Our minimum order is \$35.00 *before shipping*. Many of our plants are produced in small quantities, so we prioritize orders as they are placed. We regret that we cannot reserve plants.

Our online shopping capability will be added in the future with a secure order area within our website. Also, some of our plants are produced in limited quantities and will be offered as exclusive “internet only” specials.

## Payment

We accept MasterCard, VISA, checks and money orders. For now, please mail or fax your order. Do not e-mail your credit card information - please only provide it via the telephone or fax.

## Shipping Methods

We ship UPS unless otherwise specified.

## Shipping Info

We ship from September through June, weather permitting. We try our best to meet your requested ship dates, but sometimes we must alter shipping dates due to weather, or our nursery schedule. We ship only on Monday, Tuesday and Wednesday to make sure your plants arrive in the shortest time possible without having to sit in a delivery truck over a weekend. Please check our shipping rate tables. Sorry, but at this time we are *not* shipping internationally or to California, Washington, or Oregon.

## Contacting Us

You are always welcome to call our office at 828-738-8300. Often times our staff will be out working in the nursery, so please leave a message if we're not able to get to the phone and we *will* call you back! You may also fax us at 828-287-9348.

## E-mail

Due to the dawning of the “spam age,” please make sure to place the words “plants, catalogs, natives or order” in the subject line of your e-mail. We receive approximately 400 e-mails a day, so there is a small chance that we may inadvertently delete your e-mail. If you do not get a response from us within 48 hours, please re-send your e-mail or call us. Sorry about that, but we're working on some solutions there.

You can rest assured that we *do not* sell your information to any other company or organization - see our privacy policy for details. We get too much junk mail and e-mail ourselves, so we will certainly not submit others to that!

## Hardiness

Here at the nursery, we are borderline zone 6B/7A. Things do grow here that probably should not make it in our zone. You are always welcome to try to fool Mother Nature and us. Just do so at your own risk. Sometimes we are a little more conservative with our zones than other folks, but we have tried to grow a lot of great plants that just did not work.

## Plant Sizes

We try to list the plant size we are shipping in height. There is a chart that gives approximate container size to plant height. We knock off some dirt, de-pot and ship in plastic bags to help reduce the cost of shipping as much as possible. Larger sizes are available for nursery pickup or are shipped with special pricing for shipping and handling. We can ship about anything, it just costs money...

Container Size	Plant Size
2.5".....	2" to 4"
4".....	4" to 10"
1 gal. ....	12" to 18"
2 gal. ....	18" to 24"
3 gal. ....	24" to 36"

## Substitutions

Substitutions are appreciated and encouraged. Please give us your options if you desire us to try and ship a comparable product. Please indicate your preference on your order form.

## Packaging Materials

Sometimes we recycle, sometimes we use new boxes, but they are always clean and sturdy. Please note that your shipment may come packed in another nursery's box. Please make sure to check the contents of your packages when you receive them and immediately contact us if there are any problems and please recycle whenever possible.

## Invasive Plants

We try very hard not to sell invasive plants, but your region may have a climate that makes a plant a pest for you and not for us. If you are concerned, check with your native plant society or state extension service.

## Sources of Plants

Our plants are nursery propagated, not wild collected. We propagate our own plants or purchase from other reputable nurseries and buy from other propagation nurseries.

## Catalogs

The cost of our catalogs is \$2.00 each. We give a credit for the catalog with your first order, and will continue to keep you on our mailing list as long as you are a current customer. We send out new editions once per year, and sometimes send out a supplement.