



Special Order Policy 2023

We're introducing some important changes to our special order policy. These changes will let us complete orders more quickly and provide a better level of service to our customers.

- **Deadline for orders: Friday, March 31, 2023.** We must have your pots in hand by then to guarantee that we'll have your planters fully grown in for pick up in May. Pots received on April 1 or later will be subject to a 20% premium.
- **Pick up by Memorial Day.** We ask that you pick up your plants by Memorial Day (Monday, May 29, 2023). If you can't (gonna be out of town, you're at higher elevations and still getting frosts, etc), just let us know. Orders not picked up by Memorial Day will be subject to a \$1 per container per week fee to cover the costs associated with watering and maintaining your plants.
- **Weddings.** Weddings are special occasions, and we treat them just as such. Weddings are an exception to both the March 31 order deadline and the Memorial Day pick up deadline. We do urge caution, however, as plants are living things, and ... stuff (rarely!) happens. You may want to have a back up plan if the containers don't turn out to your liking.
- **Empty and clean:** We're happy to plant your previously used containers, but they should be emptied and cleaned with a mild bleach solution before they are dropped off to prevent introducing contaminants into the greenhouses. Containers that are not cleaned will be subject to a \$5 cleaning charge per container.
- **50% Deposit for Large Orders.** Special orders with an estimated value of over \$500 now require a 50% deposit of the estimated cost. The balance of the actual cost will be due upon pick up.
- **24 Hour Notice.** We require 24 hour notice before pickup - just give us a call the day before you plan to come down. That lets us locate your containers ahead of time, so you don't have to wait, and gives us time to deadhead, trim, etc. We want to send your plant home looking its best!
- **We want you to love your special order. If you don't, we'll make it right.** Plants are living things, and greenhouses are pest paradise. We try our best to monitor every special order, but (rarely!) things happen. Aphids, plugged drip lines, etc., can cause plants to look less than their best. And our designs aren't always everyone's cup of tea. If you're not satisfied, for any reason, we're happy to either 1) replant the container, or 2) trade it out for any available container of similar value "off the rack."