



TERMS AND CONDITIONS OF SALE FOR THUNDERWOOD FARMS, LLC

TERMS

PRICING — THUNDERWOOD FARMS SELLS ONLY TO THE TRADE (APPROPRIATE DOCUMENTATION REQUIRED). WE PREFER TO SHIP IN FULL TRAYS. PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL PRICES INCLUDE ROYALTIES. QUANTITY DISCOUNTS ARE AVAILABLE. PLEASE ASK.

TAGS — PICTURE TAGS ARE AVAILABLE FOR MOST VARIETIES FOR FREE. WE ARE ABLE TO CUSTOM MAKE TAGS FOR THOSE PLANTS THAT DO NOT READILY HAVE PICTURE TAGS AVAILABLE. TAGS WILL SHIP WITH ALL ORDERS UNLESS IT IS CLEARLY MARKED OR NOTED AT THE TIME OF ORDER PLACEMENT.

PRE-PRICING & BAR CODING — WE ARE PROUD TO OFFER PRE-PRICING AND BAR CODING OPTIONS. COST WILL BE DETERMINED BY CUSTOMER NEED & IS NEGOTIABLE. THIS IS BILLED AS A SEPARATE ITEM.

CUSTOM ORDERS — WE PROUDLY OFFER CUSTOM ORDERS FOR YOUR SPECIAL GROWING NEEDS, INCLUDING PLANTS AND CULTIVARS THAT ARE NOT LISTED IN OUR CATALOG. PRICING & MINIMUMS ON CUSTOM ORDERS ARE ESTABLISHED AT THE TIME OF ORDER CONFIRMATION ON AN INDIVIDUAL BASIS. THEY ARE BASED ON QUANTITY, CULTIVAR, & SEASON. NO CANCELLATIONS ARE PERMITTED ONCE PRODUCTION OF YOUR CUSTOM ORDER IS UNDERWAY. A 50% DOWN PAYMENT MAY BE REQUIRED AND IS NON-REFUNDABLE.

TERMS OF SALE — INVOICES ON CREDIT ACCOUNTS ARE DUE 30 DAYS FROM INVOICE DATE. ALL PAST DUE ACCOUNTS REVERT TO C.O.D. UNTIL ACCOUNT IS CURRENT. ALL PAST DUE ACCOUNTS ARE SUBJECT TO A FINANCE CHARGE OF 2% PER MONTH (24% ANNUAL). CREDIT ACCOUNTS MAY BE REVOKED AT ANY TIME FOR ANY REASON. THERE IS A \$40.00 CHARGE ON ALL RETURNED CHECKS. ANY OR ALL OF THE FOLLOWING ARE THE RESPONSIBILITY OF THE CUSTOMER; DELINQUENT MONIES, INTEREST CHARGES, RETURNED CHECK FEES, COLLECTION COSTS, & LEGAL FEES. WE ACCEPT ALL MAJOR CREDIT CARDS AS PAYMENT, HOWEVER, WE MAY ADD A CONVENIENCE FEE OF 3% PER TRANSACTION.

CREDITS AND CLAIMS — ALL SHIPPING CLAIMS SHOULD BE MADE WITHIN 72 HOURS OF RECEIVING GOODS. CLAIMS MUST BE SUBMITTED WITH DIGITAL PHOTOGRAPHS. THUNDERWOOD FARMS IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF THE CARRIER. PLEASE INSPECT ALL PACKAGES IMMEDIATELY AND NOTE DAMAGES WITH THE DELIVERY PERSON. THUNDERWOOD FARMS WILL ONLY REIMBURSE FOR THE PURCHASE PRICE OF THE MATERIAL IN QUESTION. NO REFUND CHECKS WILL BE ISSUED; ONLY CREDIT THAT CAN APPLIED TO THE INVOICE IN QUESTION OR FUTURE INVOICES.

RETURNS & ADDITIONAL TERMS OF SALE: THUNDERWOOD FARMS RESERVES THE RIGHT TO REFUSE THE RETURN OF A SPECIFIC ITEM IN THE FOLLOWING SCENARIO. IF WE NOTIFY YOU, PRIOR TO SHIPPING, THAT WE BELIEVE YOU WILL BE UNSATISFIED WITH A PLANT FOR ANY REASON, AND YOU REQUEST THAT WE SHIP IT ANYWAY, A RETURN WILL NOT BE ACCEPTED AND PAYMENT FOR THE PLANTS WILL BE YOUR RESPONSIBILITY. PICTURES OF PLANTS IN QUESTION ARE AVAILABLE UPON REQUEST. THUNDERWOOD FARMS RESERVES THE RIGHT TO CHARGE A RESTOCKING FEE, EQUAL TO 30% OF THE PRODUCT VALUE, ON ALL OTHER CANCELED OR RETURNED MATERIALS.

BY PLACING AN ORDER OR ACCEPTING DELIVERY, YOU ARE CONSENTING TO OUR TERMS OF SALE.

SHIPPING —

ALL PRODUCTS SHIP F.O.B. THUNDERWOOD FARMS, LLC.

DELIVERY ON OUR TRUCK — TRUCK DELIVERY IS AVAILABLE TO OUR CUSTOMERS AND IS BASED UPON QUANTITY AND LOCATION. CUSTOMIZED FREIGHT ARRANGEMENTS WILL BE MADE ON ALL OTHER ORDERS. TERMS MAY CHANGE IF FUEL COSTS INCREASE DRAMATICALLY.

PICK-UP ORDERS — THUNDERWOOD FARMS WELCOMES OUR CUSTOMERS WITH AN APPOINTMENT, TO OUR FACILITY FOR PICK UP OR FOR A VISIT. WE REQUEST THAT YOU PLEASE PLACE YOUR ORDER IN ADVANCE AND MAKE AN APPOINTMENT TO PICK UP YOUR ORDER TO ENSURE THAT YOUR ORDER IS READY OR WE ARE AVAILABLE TO SHOW YOU AROUND.

BOXED ORDERS — WE CAN SHIP YOUR PLANTS VIA UPS OR FED-EX. OUR BOXES HOLD BETWEEN 1 AND 3 FLATS DEPENDING ON THE PLANTS SHIPPING. THE BOXING CHARGE IS \$2.50 PER TRAY FOR WHOLESALE CUSTOMERS. CHARGES MAY VARY FOR SMALL ORDERS.

PALLETIZATION PROGRAM — OUR PALLETIZATION PROGRAM ENABLES US TO SHIP LARGER QUANTITIES & SIZES AT A REDUCED RATE. THESE SHIPMENTS WILL ARRIVE VIA UPS OR FED-EX LTL. DUE TO OUR VARIOUS PLANT SIZES, EACH PALLET IS CUSTOMIZED TO YOUR SPECIFIC ORDER. PALLETIZATION COST IS \$15.00 PER LAYER. THIS INCLUDES ALL COST EXCEPT FREIGHT. WE WILL DETERMINE THE NEED FOR PALLETIZATION WHEN YOU PLACE YOUR ORDER.