

PREORDERS, TAGGING & HOLDING

Policy Information Below

PREORDERS – We look forward to helping our customers have the plant material they need for any size project year-round. We have a large and extensive inventory available for sales. Throughout the seasons, availability will change, and our sales team is here to help you select the items you need or offer substitutions that will maintain the character of your project. We are happy to take preorders for pick-ups or setting up deliveries to bring you the material for your projects.

SPRING ORDERING – Customers can preorder for spring projects at any time. We can deliver these items so you will have the materials for your project when you need them. Once notified the order is ready, material must be picked up within 3 days. Material not picked up will be returned to general sales. This allows for material to always be fresh and maintain quality of our plant material available.

SUMMER ORDERING – Customers can preorder for summer projects based on available inventory at the nursery. No tagging and holding will be permitted for these orders. Customers are encouraged to arrange delivery or pick up of their orders immediately, as inventory availability changes rapidly. Our sales team will work with customers to provide substitutions as needed to fulfill orders as material availability changes. Items dug for orders need to be picked up within 3 days of notification. If not picked up, material will be returned to general sales.

FALL ORDERING – Customers can preorder for fall projects at any time. We will tag the material in late summer before fall digging and notify customers at that time of any availability issues. Since material is actively growing from spring through summer, we cannot guarantee availability of all items until late summer. All preorders for fall will only be dug as customers confirm pick up or delivery dates. This will ensure fresh dug material is ready when needed. Items dug for orders need to be picked up within 3 days of notification. If not picked up, material will be returned to general sales.

TAGGING IN SALES YARD – Customers are welcome to tag material in our sale yard for **immediate pick up or delivery only**. This is no guarantee the material will be available if pick up or delivery is not immediate, due to volume of sales each day.

TAGGING IN FIELD – Customers can tag orders in the field for fall or spring digging season. Please call the office to set up a time to go to the fields in advance. Orders less than \$1000 that are personally selected and tagged in the field are subject to an additional 10% charge for this service. Material may only be tagged in the field for the current dig season and must be taken during same dig season. All tags are removed at the end of each dig season.

RETURNS

MATERIAL PICK UP IN SALES YARD – Customers are responsible for approving selections, verifying counts, approving any substitutions and verifying quality of plant material loaded on their vehicles. Once material is invoiced and leaves our location, no returns or claims will be given. **Blue Grass Farms** has no control over how the material is handled once it leaves our nursery on customer's vehicle.

MATERIAL DELIVERIES TO CUSTOMERS – Customers are responsible for approving quality, verifying counts, and acknowledging all material has shipped. Any plant material changes must be noted on packing slip or invoice at the time of delivery. Any plant material not acceptable may be sent back at the time of delivery only. No claims or returns may be made after the time of delivery.