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|  | **NEW CUSTOMER APPLICATION** |

Thank you for taking an interest in our company! New Leaf Farms is a wholesale nursery based in Bedford, VA. We sell a variety of container plants - annuals, ferns, grasses, vines, perennials, shrubs, and trees.

Please provide the following information so we can set you up as a new customer:

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| --- | --- |
| **Name of business** |  |
| **Contact** |  |
| **Bill to address** |  |
| **Ship to address** |  |
| **Business phone number** |  |
| **Business fax number** |  |
| **Mobile phone number** |  |
| **Email address** |  |
| **Website address** |  |
| **EIN# / license # / contactor #** |  |

Payments can be made by cash, check, or credit card (AMEX, Discover, MC, VISA). You can pay over the phone with a credit card – you will not be charged until the order has been picked up. We do not keep any records of credit card numbers for security purposes. If you would like to be set up as a net30 account we can send you a credit application, just let us know. **If you are tax exempt, please send us a copy of your tax exempt form (ST-10) and we will set you up as such.**

There is no minimum order for pickup. We are open Mon-Thu, 7:30 am to 4:00 pm and Fridays 7:30 am to

3:30 pm.  You can place an order via email or give us a call and we will send you an order acknowledgement.  A day's notice is preferred with a date and specific time for pickup. Same day pickup can be arranged but you may have to wait depending on how busy we are.

We routinely deliver to areas within southwest Virginia and do not offer shipping outside of the state of Virginia at this time. You can, however, arrange for third party carriers to pick up your order at our nursery. Please contact us for details.

Would you like to be added to our email list for updated availabilities sent out every two weeks?

**YES  NO**

Attached is a copy of our Terms and Conditions of Sale for further information.

Please let us know if you have any other questions and we will be happy to assist.



**We are a wholesale nursery only. Please do not send your customers to the nursery.** As a precaution to boxwood blight, we limit customer access through the nursery. **For this reason, we do not accept the return of plants once delivered or taken away from the nursery.** If you wish to tour the nursery, please check in at the office upon arrival. Vehicle traffic through nursery is prohibited.

**Conditions of Sale:**

* Prices are for the **wholesale trade only** and are subject to change without notice.
* Availability and pricing are updated bi-monthly at **www.newleaffarms.net**.

**Placement and Pickup of Orders:**

* There is **no minimum** needed for pick-up orders. We encourage you to place orders in advance to avoid delays loading.
* We will only **reserve orders for two weeks** except for seasonal annuals. Requests to reserve plants for more than two weeks in advance will require a **25% non-refundable deposit**.
* Pulled orders must be picked up **within 24 hours** since they are staged in a non-irrigation zone.
* **We ask you and your staff to load your plants and verify all items purchased have been loaded**. We do not have staff available to assist with loading unless special arrangements are made prior to pick up**.** Discrepancies should be noted at time of pick up. If the quality of a plant does not meet your expectations, it should be refused at time of pick up.

**Order Cancellations:**

* If you need to change the pick-up date or cancel an order, you must do so by phone message or email **before 7:30 am** which is when we start pulling orders. Customers who cancel an order after it is pulled will be charged a **20% restocking fee**.

**Delivery:**

* Delivery is based on a full truck for your area. We will do our best to accommodate a requested delivery date, however, an exact delivery date may not be possible. New Leaf Farms may adjust the delivery date based on quality of plants and/or delivery constraints. Delivery rates and terms for distances greater than 150 miles can be discussed.

Orders under the $750 minimum will be charged **a flat rate of $85** within a 150-mile radius.

Orders over the $750 minimum will be charged **10.5% of your order** within a 150-mile radius.

* **ALL CUSTOMERS ARE RESPONSIBLE FOR PROVIDING HELP UNLOADING ORDERS.**
* **Any damage or shortage should be noted by someone on your staff at the time of delivery. Plants not meeting your expectations should be refused at time of delivery.**
* Please note: a fuel surcharge may be added to your invoice in accordance with fluctuating fuel prices.

**Terms of Sale:**

* **Cash, check, or credit card** unless credit terms are approved in advance. We accept Visa, MasterCard, Discover, and American Express. There is a **$35 service charge for all returned checks**.
* **In-house credit accounts are due 30 days from the invoice date.** Customers with overdue Net 30 accounts are subject to an **18% per annum finance charge** plus the costs of collection. **All accounts over 60 days will be converted to a cash only basis**. Finance charges must be paid for an account to be current.

**Guarantee:**

* Whether plants are picked up at our nursery or delivered, **no liability for damages** will be assumed after plants are loaded on your vehicle or delivered to your site. We are not responsible for injury to stock, nor do we give any guarantee, expressed or implied, as to the livability, growth, or performance of plants.
* **We guarantee all plants to be healthy and true to name when shipped.** Our liability will not exceed the original purchase price. All claims must be made within 24 hours.