



SURFING HYDRANGEA NURSERY

exceptional plants ~ personal service

Policies and Procedures

In order to accomplish our goal of providing exceptional plants and personal service, we have instituted several policies and procedures. Please take a few moments to review this document, so that we can work together to get you the plants you need in the most efficient manner possible.

Customer Service: The day-to-day operations of the nursery are hectic. To allocate our time well and to serve you best, we require pre-arranged appointments for the following:

- Tagging large orders
- Pick-up of orders
- Large order management i.e., quotes/orders/changes
- Guided shopping

Keep in mind, that some of these tasks can be completed effectively by email. Feel free to email us at sales@surfinghydrangea.com – this box is monitored continuously; we will get back to you as quickly as possible.

Tagging Policy: Once customers are committed to purchasing material, we are willing to tag and hold most in-stock items for up to ONE week. Typically, orders are invoiced at time of pick up. At the discretion of SHN staff, some items will be ineligible for tagging. Tagged items that are left unclaimed beyond one week will automatically be returned to our saleable inventory. At the discretion of SHN staff, a restocking fee of up to 10% of the value of the order may be charged, if tagged orders are not claimed.

Special Order Policy: All special-order items must be received in full by customer. We may, at times, require a non-refundable deposit of up to 50% to initiate special orders.

Pick Up Of Tagged Orders: 24-hour advance notice is required to schedule pickup of large jobs and materials that require machinery for loading. Please email sales@surfinghydrangea.com to coordinate order pick up.

Account Research: SHN staff are unable to perform in-depth account research through the sales office. Should you require account information about past sales, please contact us by email at accounts@surfinghydrangea.com and we will do our best to provide you the information you seek in a timely manner.

Paid Orders: We typically invoice orders at time of pick up. Should circumstances arise that require payment in advance of pickup, please present the original receipt to sales staff when your order is picked up. We realize that many of our customers will need the help of an agent such as a professional landscaper to pick up their plants. Please provide your agent with the receipt so that we can locate your order expediently.

Gift Certificates & Store Credits: Original gift certificate or gift card must be presented at the time of redemption. For redemption of other store credits, we require purchaser to be aware of their store credit number.

Warranty: Nursery stock carries no warranty. Great effort is made to ensure all plants are labeled true to type, in correct quantity, and in good health at the time of purchase. All claims to the contrary must be made in writing in a timely fashion. Under no circumstances will Surfing Hydrangea be responsible for more than the purchase price of materials.

Returns & Exchanges: Due to the nature of live plant material, we do not permit returns or exchanges of any kind.

Loading & Transport Of Orders: Please trust the discretion of Surfing Hydrangea staff when it comes to loading orders. We make every effort to accommodate customer requests, but we reserve the right to assemble and load our product in a manner that is logical and safe.

Use Of Tarps: We highly recommend that customers cover all orders in open trucks with a mesh tarp prior to leaving the nursery.