



Nordic Nurseries Ltd.

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Terms & Conditions

Nordic Nurseries is the Western Canadian provider of Proven Winner plants. We are committed to producing the finest quality annuals to growers, retail shops, designers and landscapers.

Customer Registration

Since our company strongly supports the floral industry, in order to purchase from Nordic Nurseries, you must contact our office to register your Company prior to ordering.

Hours

Our hours of operation are Monday through Friday from 8:00 am to 4:30 pm effective January to June and Monday through Thursday from 8:00 am to 4:30 pm effective July to December. Calls after these hours will be forwarded to our voicemail system and will be answered within one business day.

We encourage you to pick up your orders no later than 3:00 Monday through Friday as all staff leave the premises by 4:30

Staff

We are a family-oriented business, committed to our customers' satisfaction. We take pride in what we do and enjoy doing it. We are happy to help you educate your customers, providing you with the current floral trends, seasonal availability and much more!

'Propagators of the World's Finest New Plants'

Strict Quality Standards

Nordic guarantees its customers the best quality and freshness of our plants by bringing you only 1st grade quality product. Our customers should expect consistent quality and service each and every week.

Enhancing Your Visit to Nordic

Due to the nature of our business we do not allow unaccompanied visitors in our greenhouse. Our customers and our products are very precious, and both are easily hurt by unfamiliar hands. Whether you are visiting to discuss an order or picking up an order, please head directly to the office where we can help you.

If you are picking up an order, we will locate your carts and bring them out into the loading area outside of the main greenhouse. Please do not move your carts yourself – our staff have strict procedures that they follow to ensure you are getting the product you ordered and that the product is of high quality and they may not have finished reviewing your order.

Privacy Policy

Nordic Nurseries is committed to maintaining your absolute privacy and will not distribute your private information to anyone for any reason. Your private information will not be used for any purpose other than to process your orders and provide a more personalized shopping experience.

Booking Programs

We understand that you have created a business based on certain products and to better serve you we offer Spring, Fall and Year-round booking programs.

We have a wide selection of products to choose from and time frames to take those products. Due to the size of our facility and quantity of plants we move through it we are not able to do custom order products. We strive to excel at the products and plant combinations that we provide and accepting alterations to

our products risks shipping errors and customer dissatisfaction. We hope you understand.

By engaging in our booking programs you are accepting that these are firm orders subject only to crop failure and the ability to roll your order a week forward (understanding that your product may be smaller than expected) or a week backwards (understanding that your product may be slightly overgrown). If you choose to roll either direction, you are waving the right to claim against the product being small or overgrown. As nature is not an exact science, we reserve the right to roll the product backwards to ensure you receive quality plants that are up to size.

Weekly Availability

In addition to our booking program, Nordic offers a weekly availability list during our Spring and Fall seasons, emailed to clients, with current plant varieties and pricing. As Nordic highly values its booking clients, priority is given accordingly. Otherwise, availability operates on a first come, first serve basis. Please note that orders selected from this list are subject to shortages. In the event of any product shortages, specific varieties will be listed on your invoice as "sold out." Until the product is on your cart, there is no guarantee that you will be receiving it. Ultimately, it is always our goal to ensure you are well stocked with our amazing product - your success is our success!

Substitutions

At times Mother Nature can be unpredictable. If due to crop failure or poor weather conditions a particular plant is not available, our staff will send out a Growers Notification email to all affected clients.

Credit / Return Policy

We only carry first grade products, but we do realize how unpredictable perishables can be. If our product does not meet your expectations, please contact us within 48 hours. Please email all claims to claims@nordicplants.com .

Along with an explanation in writing, we need the specific product details (size, variety) as well as the order number.

All claims must be made within 48 hours of receiving goods. Claims made after 48 hours will not be accepted and will be considered accepted “as is”. Claims may only be deducted from account balance due if approved in advance by Nordic Nurseries.

Because of our self-imposed strict standards, we take the issue of credits very seriously. We realize that we distribute live items and there may be times where Nordic Nurseries is unaware of a problem until after the product has left the warehouse. A replacement credit will be issued for any legitimate request due to quality issues. Nordic Nurseries may ask for your assistance with pictures, date and time of delivery and possible the return of the products in order to identify possible problems.

Nordic Nurseries will not be responsible for products mishandled by customers. It is the customer’s responsibility to know how to properly care for the products they are ordering.

Once the plants have left our warehouse, we have relinquished control of handling; any distress to the plants related to transportation conditions cannot be our responsibility. Please always check your plants before leaving our premises and only ship with a carrier you can rely on and claim damages against.

Our Nordic delivery vehicles are an extension of our greenhouse and all deliveries made by Nordic Nurseries are deemed leaving our warehouse when we unload the truck at your shop.

Terms of Sale

New accounts pay COD on invoices for the first 30 days. After a 30-day period, the customer may be placed on a new 30-day Account with Nordic Nurseries approval.

Completion of a credit application is required for all 30-day account requests. After processing and approval, notification of acceptance will be sent and your business will have terms. Terms apply to the date of the invoice. Part of the application process is providing us with accurate contact information. Invoices are emailed out and it is the customers' responsibility to ensure we are notified of changes.

Past Due Accounts

Past due accounts will be contacted by our accounting department to arrange a satisfactory payment. If payment terms are not met, future purchases may only be allowed on a COD basis.

Payment

We accept company cheques, bank cheques, Visa (at time of the invoice only), e-transfer and cash. Cheques returned for insufficient funds will incur a \$35.00 NSF charge. 2 NSF cheques in a season may be cause to be put on a COD basis.

Delivery

Nordic offers delivery for local clients and as well as to drop points such as Mainland, Westcoast, etc. Nordic deliveries are subject to a minimum order requirement and a zone-based delivery schedule and charge. Drop point deliveries are free of charge. As we try our best to deliver your scheduled shipments, sometimes our delivery capacity will reach its maximum due to unforeseen circumstances, in which case Nordic reserves the right to roll deliveries 1 day forward or backward. Customers will be emailed their invoices with the anticipated ship date. In the case of ship date change, customers will be contacted by a Nordic driver for notification. Alternatively, pick-ups can be scheduled at customers' convenience and a discount is applicable.