

Premium Plant Materials by



Preordering is essential to having materials you need at the time you need them and we very much appreciate the opportunity to fulfill plant orders for your projects. As of January 1st, 2023 however DMF Gardens will operate under revised conditions for the ordering and storage procedures (this is in addition to any terms & conditions already listed on the back of our published catalog). As usual orders may be placed by phone, email, or in person during normal business hours (7:30-4:00p, M-F). All sales are FOB Des Moines. Warranty on any plant material unless specifically expressed in writing is not included. The updated terms are as follows:

- A ship date must be stated with each order at the time of placing the order for it to be valid (orders without a firm ship date will not be entered/reserved).
- A signed copy of the quote/acknowledgement with payment terms at the time of order for any orders exceeding \$15,000.00. If the ship date is 5 business days or more into the future a 25% deposit will also be required for the order to be valid.
- A 25% deposit and a signed copy of the quote/acknowledgement at the time of order for any orders needing to be custom grown (anything not listed as a catalog item, or a catalog item over and above what we normally stock) that exceeds \$1,500.00 will be required.
- A 50% deposit of any plant material that is considered "Special Order" required at the time of order. (Your DMF Gardens Sales Representative will designate behind each line item on the quote/acknowledgement what is considered special order but that will not be a very frequent occurrence).

Any orders not received within 30 days of the original (or a mutually agreed to with your assigned DMF Gardens Sales Representative, adjusted) ship date will be as follows:

- For orders \$1,500.00 or more be subject to a 5% per month storage and maintenance fee regardless of deposit status. (As long as the billing account is current with no charges 30 days old or more unpaid, which includes any previously incurred storage charges and/or finance charges, etc., we will continue to hold and care for your nursery stock, and assume all risk while in our care).
- For orders less than \$1,500.00, again regardless of deposit status (though deposits on orders \$1,500.00 would typically not be requested) be automatically cancelled.
- Any deposits already paid on orders that are cancelled will be nonrefundable, though they may be transferable to another order currently listed as "On-Hold".
- A 15% cancellation fee will be billed to ANY order \$1,500.00 or greater in value upon moving that order to a status of "Cancelled".
- Any plant material that is considered "Special Order" once sown/planted/dug or otherwise already with production begun is not able to be cancelled.

Ways you can avoid paying storage and maintenance fees on orders not going as quickly as expected:

- Be upfront about delays and stay in communication with your DMF Gardens Sales Representative. We understand delays happen in construction and at our discretion may alter the ship date with no penalty to you.
- Prepay in full for orders (either before storage fees apply or after, though pre paying for an order after a storage fee(s) has/have been billed will not override/forgive any storage fees already billed against that order). By prepaying for an order this will automatically provide you with up to 3 months of risk free storage. (If plant material is still here after the 3 month period the monthly 5% Storage and Maintenance fee will then apply even though it has been prepaid).
- Pass any storage fees onto the General Contractor/Owner. If the project is backed up through no fault of your own, why should you (or DMF Gardens) be financially responsible for storage and maintenance costs? As long as you include that up front in your contract you should be covered.

As the sales staff of DMF Gardens our responsibilities will be to:

- Issue out quotes and acknowledgements in a timely manner.
- Provide monthly recaps of what is on order with us and what the ship date is.
- Provide advanced notice of any orders nearing the expiration of the 30 day beyond the ship date holding window.
- Provide notice of orders we have cancelled due to expiration of the order whether they qualify for the 15% cancelation fee (\$1,500.00 or more in value) or not.
- Provide detailed invoices of any charges that relate to cancelled orders or storage & maintenance fees.
- Keep you informed on current orders and answer any questions you may have about the updated terms and conditions for ordering in advance from DMF Gardens.

Your DMF Gardens Salesperson will be in communication with you if there are crop failures or delays with any plant material for your projects and adjust the ship dates as warranted to prevent any undue or unfair charges to your account. Our aim is to continue providing high quality plant material on an as-needed basis for any project you have on order with us but need your help in setting and maintaining the schedule of which the plants will be shipped. Although we realize this is a significant shift in policy we feel it is necessary to make this change in order to not only continue providing quality plants for you in the short term but be there for your plant needs many years into the future as well. Please reach out to any of us if you have any questions about this or any other matter.

Thank you –

Frank Holt – President
 Charley Dalton – Sales Representative
 Antony Diener – Sales Representative
 Jared Diener – Sales Representative/Front Counter Sales
 Bryce Holt – Customer Service/Shipping Coordinator
 Joanne Waterman – Customer Service
 Sarah Havick – Customer Service