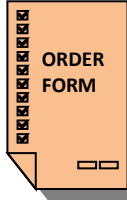




SCHMIDT BROS. INC. POLICIES -- 2018



ORDERS



We require all orders be sent to us via **EMAIL (preferred method) or FAX by NOON Tuesday for delivery that week.** Availability is updated by noon Sunday for the upcoming week and orders are routed as they are received. *Call our office to provide your contact information to receive updated product availability.*

Orders are filled as close to the quantities specified as possible. However, due to availability and plant quality, *some substitutions may occur.* Our goal is to supply you with the best plants available *at the time of shipping;* therefore, changes are sometimes made to ensure you receive the best quality.

Orders are shipped based on *full-shelf quantities by product type.* Please order product in full-shelf quantities – the shelf quantity for each product type can be found directly on the order form. *We reserve the right to fill shelves in order to maximize shipping efficiencies.*

PAYMENTS

Payment is due at the time of delivery, unless credit terms have been established prior to shipping. We accept MasterCard, VISA, Discover Card, checks and cash. If paying by credit card, please contact our office to make arrangements prior to delivery. **ALL Credit Card payments received 10 days or more after the invoice date will be subject to a 2% processing fee, regardless of your credit terms.** To set-up your account with credit terms, please call our office to receive a credit application. A late fee of 2% per month will apply on all unpaid balances.



Please remit payments by check to the following address:
Schmidt Bros. Inc., 420 N. Hallett Avenue, Swanton, OH 43558.

RETURN / CREDIT POLICY



Every effort is made to ensure a quality product reaches you in excellent condition. Upon delivery, you should inspect the racks to make sure all shelves are full and look for any notable plant damage. Show the driver any visible damage and mark it on your invoice. Because our drivers do not have time to wait for a complete inspection of each rack, we request that you receive the delivery and then **report any product you feel is not acceptable to our office within 24 hours of delivery to receive a credit or replacement.** Unfortunately, we cannot be held responsible for damage or loss due to growing conditions after the plants are in your possession for more than 24 hours. If you have a specific growing question or concern, feel free to call our office at any time.

FREIGHT / RACK RETURN

Freight will be charged on each delivery and is calculated on a per rack charge based on the distance to your facility from our greenhouse. **There is a minimum amount required for a delivery.** Deliveries are contingent on filling a truck in your area. Due to the fluctuation in fuel prices, a Fuel Surcharge may be added to your delivery. A 15% discount on freight will be applied for all deliveries to one location of 20 racks or more.



If arrangements are made in advance, we can leave our racks on site until your next delivery. At subsequent deliveries, the old racks must be exchanged for the new ones delivered since we need to reuse the racks all season. **Please unload ALL racks as soon as possible for return to our facility. If you use our racks for displaying products and they are not available for return, a rack rental charge will be assessed.**