

Shipping

We have several decked trailers to ensure the safe delivery of your plant material. Unloading of the trailer is the customer's responsibility. We encourage customers to unload as quickly as possible so no additional charges are incurred by unloading delays. A \$2000 minimum order is suggested but we will work with you as best we can to accommodate your needs. Our rate is calculated by the amount of footage your order takes up in the trailer not by percentage.

1. Contacting our office with an approximate delivery date.

Once you make the decision to have your order shipped, you will need to contact us with an approximate date of when you will be ready to take your order. If you've placed a spring order please contact us two weeks before you feel you will be ready so we can get you on our shipping list. We will do our best to get your plant material to you when you would like it. Please remember that there are many factors such as weather and if your order has to be combine with another customer in your area because it's not a full trailer.

2. Delivery Scheduled

Once we are able to set you up for delivery we will contact you with the date of the delivery and approximate time. Times are approximate but we do ask that the trucking outfits contact us after each stop or if there is a problem so we know if they are still running on schedule. If there is a problem you will be contact as so as we know. To ensure that there are no time delays with unloading we ask that you have enough employees there to unload in a timely manner.

3. Invoicing/Payment

We will load your plant material the day before it is to be delivered. If you have any additions we ask that you have them to us two days before delivery. We will do all we can to accommodate additions but the trailers are generally full before we call you to set up delivery. Once your plant material is loaded we will be able to invoice you. You will receive two invoices one for plant material and one for freight. We will fax these invoices to your office. If you don't have a fax they will be sent with the driver. Please remember if you are C.O.D. you must have a check upon delivery. We also accept Visa, Master Card and Discover that can be processed by phone. Freight is C.O.D. and made payable to Dean's Evergreens, Inc. not the trucking company. If you have established credit with us you must have freight postmarked within five (5) days of delivery date.

4. Unloading

Unloading is the customer's responsibility. Please have the adequate number of employees to unload in a timely manner to avoid being charged a delay fee. Remember when you don't unload in your allowed amount of time you push back the scheduled delivery time for the next customer.

5. Claims

All claims should be filled in writing within five (5) days of ship date.

