



Thank you for considering Tri State Foliage! We're excited about having you as a customer. We have compiled all of the FAQs about how we operate here. If you have additional questions, please feel free to reach out by email. Thank you again for your interest!

## AVAILABILITIES

- Our primary availability is located here: [shop.tristatefoliage.com/](http://shop.tristatefoliage.com/). This is our In-House Availability, and shows up-to-the-minute stock, prices, and product photos. Items on here are available for next/same week delivery, depending on when an order is placed.
- Prebooks (items with minimum one-week lead-time, including Canadian, Seasonal, and Topiaries,) are located here: [prebook.tristatefoliage.com/](http://prebook.tristatefoliage.com/). Our Spring availability for April and May is found here: [spring.tristatefoliage.com/](http://spring.tristatefoliage.com/). Please keep in mind that, due to the nature of the plant business, our suppliers' availability can change week-to-week and we cannot guarantee that something will be available on a consistent basis.

## ORDERING

- We accept same-week orders online at: [shop.tristatefoliage.com/](http://shop.tristatefoliage.com/). To order, you need to register an account by creating a username, password, and your associated business name. These accounts are now tied to our accounting software, but will not ask for payment details. Payment details will be asked for when you receive your invoice. You may have multiple accounts linked to one business, please just note the correct company name and shipping info.
- This website is how we accept orders. It will show all of our available items; if it is not listed, it is not available. Once you place an order, you will receive an order confirmation promptly. If you do not receive one, please reach out by email.
- Our availability is updated twice a week, Wednesday mornings and Saturdays at noon. **If the site prompts you for a password, we are updating the availability. No action is needed on your part.** We will send out an email blast when the website is updated and the password has



been removed. You can sign up for email updates here at the bottom of the page: <https://www.tristatefoliage.com/>.

- Our stock is first-come, first-serve, and quantities are automatically removed from inventory. Product goes quickly, so we suggest placing your order as soon as possible. Our cart has a 10-minute hold on products, but things can disappear from your cart if stock runs out while you browse.
- Plants under 6" are sold case-only. Case counts will auto-fill next to the 'add-to-cart' button. If anything is below case count and will not let you add it to your cart, please make a note at the end of your order and we will do our best to accommodate your requests. Items are not guaranteed until invoiced. We are unable to backorder items.
- Please do not place orders through our in-house for future orders. This is the purpose of our Prebook site.

### SPECIAL REQUESTS

- If you have a large upcoming project/event or a particular plant you would like us to source for you, please send specifics (need-by date, quantities, sizes, delivery location, etc) by email. We pass these requests on to our buyers to determine availability and possible substitutions.
- We need a minimum of one-week's notice for special items/large requests. For orders delivering Monday-Wednesday we need requests by Tuesday noon the week prior. For Thursday-Friday deliveries, we need your order by Friday 9am the week prior.

### WALK-INS

- Walk-ins are permitted Tuesday, Wednesday, and Friday, between 9am-4:30pm. We do not accept walk-ins Mondays/Thursdays, as these are our receiving days and we do not have the staff available to prepare your order. Please let us know when you plan on picking up, either on your order or by email/phone, to make sure we have staff available to help you.
- We *highly recommend* placing your order ahead of time before coming in. You are still more than welcome to tour the greenhouses and see our plants up close, but we kindly request you do not pull plants without checking with our staff prior. Items in our greenhouse may be spoken for by our online clients, and we ask any walk-ins to respect their orders.



## DISCOUNTS

- We generously offer a 5% discount to all of our customers. Any items listed as NET are not eligible for discount. The discount is applicable only if invoices are paid within a customer's terms.

## PAYMENT OPTIONS

- We currently accept the following payment methods: ACH (1% fee,) Credit Cards (3% fee,) and check. If you are a member of Master Nurseries, please select that option. When placing your order online, please choose the correct option. We will automatically invoice per the method you select when checking out, including applicable fees.

- For COD clients, we require a copy of your vendor's license and EIN/TIN. For this option, we accept a check upon delivery, Credit Card, or ACH through your invoice. If you choose COD, you MUST pay by delivery.

- To establish TERMS with us, we require a credit app including three references. You can find the application [here](#). Once approved, your company will have NET 30 days from the invoice date to pay. A 1.5% finance charge (not to exceed 18%) will accrue on all invoices over 30 days. After 30 days, any discounts will be discontinued. Accounts with invoices over 60 days will be put on hold and unable to place additional orders.

## DELIVERY FEES/MINIMUMS

- Our delivery areas are constantly growing. If you do not see your city/area listed, please email or call to ask about fees and minimums. Please note deliveries are not on racks or skids.

[Please view here](#)

**\*\*\*Please note we cannot deliver to residences\*\*\***



## SPRING

- Please review our Spring Guide [here](#) for our seasonal shopping process. Each Spring will cause adjustments to our minimums, and we will release those at the beginning of Spring 2023. These minimums will continue through Tri State's peak season. We also have implemented an ordering site for spring products located here: [spring.tristatefoliage.com/](http://spring.tristatefoliage.com/). Please note our various ordering sites are not linked, so you will need to create an account for each one (you can use the same login information when you register.)

## CLAIMS/RETURNS

-We must be notified within 2 business days after the receipt of delivery should there be any problem with plant material, so that we may address the issue (i.e. shortage, broken/crushed plants or cold damage.) We cannot be responsible for claims beyond that period of time. After receiving your order, plants should be thoroughly inspected for problems (insect or disease).

- If plant material is being returned, the customer is responsible for properly maintaining foliage until picked up by Tri State Foliage. If unable to return a claim, a picture is required to receive credit. In addition, we will not accept returns or credit of plants unless a plant is totally infected with an insect, not rooted etc.

- If a customer refuses or cancels a delivery/order, we withhold the right to a 25% restocking fee. If a plant is returned without appropriate cause, a 25% restocking fee may be issued. Fees are applicable per owner discretion. Please call for questions.

Thank you, and we look forward to working with you!

- The Tri State Foliage team