



Wholesale Terms & Conditions

Wholesale Discount:

The wholesale program is available to landscape installation contractors including (but not limited to) landscapers & design firms, municipalities and other nurseries. Frisella Nursery reserves the right to determine qualification. Those businesses interested in becoming a wholesale client may [click here](#) to register on our site. Upon approval you will have access to our discounted pricing.

Orders:

Orders tagged in the field by customers must be secured by a 100% pre-payment unless credit terms have been established (see below). Major credit cards accepted. Customers will be notified when an order is dug and ready to be picked up or shipped. All orders cancelled will be charged a minimum re-stocking fee of 15%. All orders cancelled less than 48 hours prior to loading will be charged a re-stocking fee of 20%. We reserve the right to cancel orders because of injury to the trees due to weather and other natural causes beyond our control.

Credit:

Should you wish to establish credit with us, please contact our office for a credit application. Process times depend upon response time of references on application.

Pickup & Delivery:

Purchased plant material will be tagged sold and held at our location for no more than 30 days. When picking up plant material, customers must supply their own tarps. Local delivery is available for an additional fee based upon quantity and mileage. Out of area freight shipments will need to be arranged with our Operations Department. Freight quotes are based upon carrier's current rates and shall be payable upon receipt to the carrier unless other arrangements have been made in advance. Prices are subject to change without notice. Customers are responsible for the unloading of the plant material upon arrival. Two hours are allotted for the unloading and if the 2-hour time limit is exceeded, the customer shall be charged at a rate of \$50/hour or partial hour thereof. Deposits for special orders are not refundable.

Warranty:

Wholesale priced plant material may not be exchanged or returned and has NO warranty. Acceptance of plant material is acknowledgement that it is in good condition at the time of delivery/pickup. All applicable warranties only apply to trees and shrubs at the retail price. The wholesale purchaser has the right to waive the wholesale discount and pay full retail price to receive the warranty and add installation if so needed. Trees and shrubs installed by Frisella Nursery will be granted a 12-month warranty. This includes the removal of the old plant material and installation of the replacement. Trees and shrubs installed by the purchaser or another landscaper will be granted a 6-month plant replacement warranty. **There is no cash back.** If it's decided to honor the limited warranty, the plant material will be replaced with a comparable plant or with agreed upon plants of an equivalent value. Frisella gives no other warranty (expressed or implied) and will under no circumstances be liable for more than the invoice value at the time of purchase. Photo proof required with all claims.

Regarding freight deliveries, we exercise great care when loading and therefore our responsibility ceases when the carrier takes ownership. We are not responsible for delays and damage incurred during shipment. Delivery claims regarding incorrect count or breakage will receive consideration only when made in writing on the bill of lading or customer invoice and signed by both the customer and carrier at the time of delivery. Photographs of the damaged stock will be provided for the seller's consideration immediately. Damaged items are to be returned to the nursery. If the carrier is unable to do this due to route restrictions, arrangements must be made between the purchaser and seller.