

SHIPPING

Shipping charges are collected on merchandise ordered and are as follows:

10% **east** of the Mississippi or \$7.00 minimum
15% **west** of the Mississippi or \$9.00 minimum

Alaska and Hawaii are charged actual cost of UPS/FedEX 2nd Day Air or \$15.00 minimum

APPROXIMATE SHIPPING SCHEDULE FOR SPRING ITEMS (SUMMER CATALOGUE)

WHZ 9-10	March 15 th – April 1 st
WHZ 7-8	April 1 st – April 15 th
WHZ 5-6	April 15 th – May 1 st
WHZ 3-4	May 1 st – May 15 th

Most summer bulbs seem to resent being planted in soil cooler than 60°, so either wait to plant when the soil is warmer or pot up your bulbs and use bottom heat to get them started! And remember....whz (Winter Hardiness Zone) ONLY means how cold a winter the plant can survive in the garden – NOT whether or not it will love being in your garden in the summer! Most of us have enough HOT temperatures during the summer for these bulbs to do well for the summer season!

APPROXIMATE SHIPPING SCHEDULE FOR FALL ITEMS (SPRING/FALL CATALOGUE)

WHZ 3-4	Sept 15 th – Oct 1 st
WHZ 5	Oct 1 st – Oct 15 th
WHZ 6	Oct 15 th – Oct 30 th
WHZ 7	Oct 30 th – Nov 15 th
WHZ 8-9	Nov 15 th – Nov 30 th

Most fall planted, spring bulbs seem to perform better when planted in cool soil, so it is best to plant after you have had your first killing frost but before the ground freezes hard. And remember.....'plant zone is just one digit in the equation of plant happiness'! There are SO many other variables!

SALES TAX

5.3% sales tax is added to orders shipped to VA residents. Sales tax is collected on merchandise ordered only. If the bulbs are for resale and you are exempt from sales tax, please email, fax or mail a ST10 VA tax form. Please also call, email, fax or mail a proper PO number where applicable.

DELIVERY

A correct physical address must accompany every order as we ship our bulbs either UPS or FedEx, depending on time in transit and cost efficiency. (If you have a preference, please let us know!) Although the driver may know where you live, they LOVE to charge us \$15.00 extra for every tiny imperfect detail about your address – so please be VERY specific and thorough. We endeavor to ship your order at the proper time for planting in your area. If you need your bulbs at a specific time, you MUST let us know at the time you place your order, especially if you have a bulb sale or scheduled event planned. Tools, books and accessories can be shipped at any time, as long as stock is available. All prices are F.O.B. our warehouse in Gloucester, VA.

OFFICE HOURS

Monday – Friday 8am – 6pm; Saturday 10am – 4pm

If you need to call after hours, please leave us a clear message and include your name and phone number and we will be happy to return your call.

Toll free number: 877-661-2852

Fax: 804-693-9436

OUR GUARANTEE

All of the bulbs and plants in this catalogue are nursery propagated. **We guarantee that they will arrive in good condition.** We ask you to inspect your bulbs and plants as soon as they arrive and **if they are not in good shape, you must let us know right away – within 7 days!** Some of the bulbs and plants in this catalogue are more difficult to grow than others, each having their own specific requirements, which we have tried to specify. Because there are endless possible garden and climatic conditions in the vast wonderful country, we **CANNOT** guarantee their success in your garden. **If you are successful at choosing a suitable site for your bulbs and they bloom, we guarantee your bulb's flowers will bloom true to name.** We plant trials of the same bulbs here on our farm. We will contact you to discuss replacements or a refund if we find any mistakes, which rarely happens, we're happy to say. We wish you much success, lots of flowers and many happy days filled with smiles!

RESTOCKING FEE

There will be a 10% restocking fee for all items cancelled after the 'process date' of your order but before it leaves our facility and a 25% restocking fee for all items cancelled after the order is shipped.