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Initial minimum purchase is \$250

**We only need the information from this ENTIRE first page to set you up as a customer**

**If you use a program other than Microsoft Office—please return in PDF format or as a photo**

If you are located in NJ (or are from another state, but intend to pick up an order), you will pay NJ sales tax unless you provide a tax-exempt certificate. <https://www.state.nj.us/treasury/taxation/prntsale.shtml>

**Please provide business information in an email to [neil@newmoonnursery.com](mailto:neil@newmoonnursery.com): or complete and fax to 888-998-1952**

Business Name:

Your Name:

Main Phone Number:

Cell Phone:

Email Address for Purchasing:

Email Address for Accounting:

Billing Address:

Shipping Address (default address):

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## Credit/Debit Card Authorization Form

You may scan this section, fax it, or take a photo and email it to [neil@newmoonnursery.com](mailto:neil@newmoonnursery.com), but we need it to include the information requested above

We accept Visa, Mastercard, American Express, and Discover

Business Name \_\_\_\_\_

Card Holders Name \_\_\_\_\_

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ Billing Zip Code \_\_\_\_\_ SIC \_\_\_\_\_

I authorize New Moon Nursery, LLC to charge my credit or debit card listed above for agreed upon purchases. I understand my information will be saved for future transactions to my account

\_\_\_\_\_  
Card Holders Signature

\_\_\_\_\_  
Date

We are not required to charge sales tax on orders shipped outside of NJ, but if you intend to pick up your plants you must provide re-sale documentation at time of pick up or by emailing the sales representative that completes your order.

Your first order must be pre-paid, or held on a credit card, which is not charged until AFTER the plants ship, which can take up to a week in season. For credit card purchases, a credit card authorization form is included in this packet.

Once your order has been placed, do check to make sure that everything on the order is correct.

Cancellations may be made to your order up to 11:00am ET the Wednesday prior to your ship week without incurring a 20% restocking fee. Additions may be made up to 11am ET the Friday before.

Once you receive your shipment, if for any reason you are not satisfied, within 5 business days please contact [sales@newmoonnursery.com](mailto:sales@newmoonnursery.com) and include photos of the entire flat(s) affected.

A complete list of our Terms & Conditions is included in this packet.

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## PAYMENT TERMS

After your first purchase has shipped, you may apply for payment terms. Email [info@newmoonnursery.com](mailto:info@newmoonnursery.com) for an application.

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## BE LISTED ON OUR WEBSITE AS A RETAILER OR LANDSCAPER

Once your business has received its first purchase from New Moon Nursery, if your company provides horticultural/ landscape services or sells retail to the public, you can be added to our website under Find A Retailer.

<http://www.newmoonnursery.com/Find-a-Retailer>

Contact [neil@newmoonnursery.com](mailto:neil@newmoonnursery.com) for more information.

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## COMPLETE TERMS

New Moon Nursery is a wholesale nursery providing a wholesale product for the Horticulture, Ecological and Landscape trade. As our customer, please be prepared to provide verification of business registration.

### MINIMUMS:

An \$250 dollar minimum order is required. Trays are of a SINGLE PLANT TYPE; we do not offer mixed flats. Therefore, plants are available in quantities of 32, 50 or 72 per tray.

### PAYMENTS:

Your invoice will be emailed to you, and available to view and pay online. Please be sure to provide an accurate email contact to receive invoices. You may request to continue to have your invoice mailed via USPS, and are welcome to continue to pay via company check. Payments are due upon receipt of plant material. Credit accounts may be established with terms of 30 days by filling out a credit application with our office. Any credit account with a past due balance greater than 60 days automatically changes to COD and will be charged interest.

**PLANTS WILL BE HEALTHY:** All plants are guaranteed to be true to name and healthy upon receipt. Plants may or may not be cut back. Any claim must be made in writing (email is preferred) within 5 days of receipt of material, and include a photograph. No claims will be considered without notification of a problem within this 5 day window, including dormant plant material. Credit will not be given to plants that have

### PLACING AN ORDER:

Email is the best way to place your order. We do not have an ordering system through our website. Orders may also be faxed to 888-998-1952, and you may call our office at 888-998-1951. Please be sure to include the quantity of plants, requested ship dates and destination address. You can expect a prompt response to confirm availability and set up the order for delivery. All orders will receive an acknowledgement via email, READ THIS, and confirm all information to be correct. It is important you review all information, and contact us with any questions or concerns you may have. Orders that are rerouted or returned for incorrect shipping address will incur additional charges.

New Moon produces a wholesale product. Our inventory is routinely cut back in an effort to maintain plug material in large quantities. We will ship dormant plant material. It is your responsibility to know your plants, and consider whether you are prepared to handle dormant plants successfully.

Each plug that we deliver is inspected before it leaves this nursery. Should you have questions about the plants you have received, please let us know within 5 days of delivery. If we do not hear from you, we will not be able to consider future credit or replacement. We ship to most states in the continental United States except AK, AZ, CA, CO, ID, MT, NV, NM, OR, TX, UT, WA, & WY.

All orders must be finalized by 11:00 am Friday the week that precedes your ship date. Once the 11:00 hour passes each Friday, we cannot promise to accommodate changes to your order of any kind. Outside of the spring season we will do our very best to accommodate those last minute needs that are sure to arise, but again, we cannot always turn orders around at the last minute.

**CANCELLATIONS:**

All cancellations must be received in writing, preferably through email by the Wednesday before your scheduled ship date. We will confirm receipt of your cancellation. If you do not receive confirmation, you cannot be sure your request was received.

**PLANT ORDERS THAT CANNOT BE FILLED:**

All orders are subject to natural disasters, crop failures or conditions beyond New Moon Nursery's control. We make every effort to inform you of any pending shortages, as soon as possible.

**ORDER CLAIM DISPUTES:**

New Moon Nursery's total liability is limited to replacement or credit of purchase price. Any disputed claims will be resolved in the jurisdiction of the state of New Jersey, in the county of Salem.

**PLANTS HELD BEYOND SHIP DATE:**

All orders held beyond 30 days of scheduled ship date will incur a 20% surcharge or risk of cancellation, unless prior arrangements have been made. This means, if you keep delaying your delivery week after week after week, inventory may be lost, penalties may be incurred. Orders scheduled for pick up will be held for only one week grace period, and then returned to inventory, and a 20 % restocking fee incurred.

**RESTOCKING FEES/RETURNS:**

Restocking fees apply to orders that are refused at delivery, cancelled after the Wednesday prior to your ship date, left waiting for pick up beyond scheduled pick up week, or returned for reasons other than damage or defect. Returned trays should be sent in original packaging, and promptly in order to maintain viability. Credit will not be issues for plant material that has been left to perish.

**SHIPPING/PICK UP POLICY**

Orders received and entered by 11AM ET Friday will ship out on Monday or Tuesday, depending on volume, or be ready for pick up Tuesday through Friday between 8 and 4 ET.

Orders received from Friday 11:01AM ET through 11:00AM ET Tuesday will ship out on Wednesday, if your company is a 2 day ship or less, or be ready for pick up Wednesday through Friday from 8-4PM ET. The Wednesday ship date is for fast turnaround orders only, and cannot be selected over a Monday ship date.