



OUR NATIVE PLANTS - FAQ

Do you accept credit cards?

We accept credit most credit cards such as Visa, MasterCard and Discover. You may use American Express on our website orders. The terms and conditions of sale and prices set forth in this catalog supersede all previous terms and conditions.

What if a plant I order is not in stock?

Availability is subject to change without notice. If the plant(s) you order are not available, we will notify you as soon as possible, and offer a revised delivery date, if possible, a species substitution or refund, as you prefer.

What is your plant guarantee?

All of our plants are guaranteed to be true to name, the correct quantity ordered, and healthy at time of delivery. We will be glad to replace or issue full credit for plants proven to be incorrectly represented or in poor condition at time of delivery. All such claims must be made within seven days of receipt of plants.

We endeavor to grow the best quality plants that we can using organic and sustainable methods. Although we cannot control weather, natural conditions, and how and where you use your plant material, we will do our best to satisfy your concerns should you experience a problem with the plants you purchase from us. Our support is here throughout the seasons as your garden grows. For refunds or replacement plants, we request that you notify us within seven days after delivery.

Our business depends on the support of our customers. We will strive to earn your confidence so that you will always feel confident purchasing our products and services.



Do you accept custom orders?

We are happy to quote on your custom growing needs. Terms vary depending on the number and variety of plants needed, the scheduled completion date and the resale value of the order in the event of cancellation. A non refundable deposit of one third the order value will be required. Please call to request a custom order form.

What size plants do you sell?

Container sizes vary from approximately 1 qt to 7 gallon containers. When viewing a particular plant, we usually specify either the container size and/or the plant height range to give you a sense for size. Depending on the time of year, your plant can be slightly smaller or larger since plant height is variable in a given lot or group. We will not ship a plant that is significantly smaller than specified. If we only have a plants smaller than the plants you order, we will notify you and you can make the decision as to whether you want to accept the smaller plant at a reduced price, wait for date when larger sizes might be ready, or receive a refund.

What is your shipping policy?

We will ship plants anywhere East of the Rocky Mountains. Non-plant items, such as gifts and plant care products, can be shipped nationwide. We use UPS and Fedex Ground for most orders, according to best price and delivery schedule for your zip code. Overnight delivery is offered, too. We occasionally use USPS Priority Mail Service when all agree that is the best service for a given need.

Our ship dates are usually between April and December, We can ship bare root throughout the year. We usually ship early in the week to insure delivery and to prevent your plants from sitting in a truck over a weekend. We usually do not ship during extreme heat waves, especially in July and



August, unless we can insure quality delivery of your plants due to overnight shipping and/or a moderate weather trend.

We are always delighted when our customers pick up plants at the Farm. We ask that we have your order at least one week in advance so we can have your entire order picked and waiting. There is an option in the shipping menu on the website plant order form for you to select "No shipping charge/Pick-up at Farm." Please call or email to specify exact pick-up or delivery schedule.

We will be happy to deliver most plant and fertilizer orders. Within a 25 mile radius, the minimum delivery charge is \$65. For larger Ball and Burlap (1-3" caliper) trees and shrubs, and locations beyond 50 mile radius, the charges will be higher. Fees are calculated based on roundtrip mileage. Please call for precise delivery charge quotes.

May I visit the Farm? What are your hours of operation?

Because we are a farm, we do not have regular hours of operation like a retail store. Some days we are too busy in the nursery, or working at a client site, and unable to offer personal attention to visitors. You may call us anytime. If we cannot answer your call, we will respond as soon as possible, but almost always within 24 hours.

Outside of our Open House dates in May and September, we welcome visitors by prior arrangement. We ask that you contact us ahead of time by phone or email to arrange a visit. There is usually someone here to assist you, but we would hate for you to make the trip and find no one available to help you select plants and learn about Yellow Springs Farm.

Our Open House dates are listed in the Events section of the website. We especially try to be available on most weekends during prime planting seasons. In April and May, and September and October, when we are all getting that itch to plant again.