

HOLD POLICY

- Any plants desired to be held need to be paid in full before a hold will be allowed.
- Plants that are being held need to be picked up within 2 weeks for trees and shrubs, 1 week for perennials (previously 2 weeks) (There can be exceptions for circumstances we were made aware of ahead of time and agreed to another length of time). If they are held longer than that they will accrue a 10% maintenance fee each week. (10% of full retail price)
- Oregon Wire hanging baskets and annual planters can be pre-purchased and picked up no later than Mother's Day. No hold requests will be accepted for Oregon Wire hanging baskets and planters after May 1st. Planters and Hanging baskets not picked up by Mother's Day will accrue a 10% maintenance fee each week. Holds on pulp pots will not be accepted.
- Annual flowers and all other goods can be prepaid and held for 24 hours or next business day. If they are not picked up within the allotted time, they will be placed back on the sales floor. If the items are still available when they do come, they can take the items they paid for, but we reserve the right to sell them to another customer if not picked up within the allotted time. For trees and shrubs not picked up within 3 weeks, we will refund 90% and put the items back on the sales floor.