



Welcome to another great season of growing at Sheridan Nurseries Landscape Supply Centres! We are thrilled to have the opportunity to collaborate with you and support your landscaping projects. Our commitment is to provide you with a superior selection of plants and exceptional service. Please find below our service agreement's key terms and conditions designed to ensure a smooth and efficient partnership.

- **Quality:** We pride ourselves on offering a great selection of quality plants. All plants are warranted to be of high quality and true to their name, with no further warranty implied.
- **Locally Grown Plants** Most plant material is locally grown and sourced. We can fulfill larger quantity orders when placed a minimum of 2 days in advance to accommodate shipping times.
- **Specialty Plants and Orders:** We are pleased to offer a selection of unique and specialty plants through our regular assortment as well as through special orders. Advance payment is required for special orders to ensure we can secure these plants as promptly as possible.
- **Delivery:** We are pleased to offer delivery from our Landscape Supply Centres or directly from our farms at an additional charge.
- **Full Season Availability:** Our inventory extends beyond September while supplies last until the ground freezes. Please note that any special orders placed after August 31 for products not part of our regular season assortment are final sales.
- **Expert Assistance:** Our knowledgeable staff is here to assist you. We encourage you to bring your clients to our garden centre so that we can help make the best plant choices together.
- **Trade Discounts:** You and your staff will receive exclusive trade pricing for plant material as well as a discount off the regular retail price for soils, fertilizers, mulches, aggregates, and tools. If you wish to extend this discount to someone else, please accompany them or notify us in advance. Home decor, patio furniture, garden accessories, and fashion are excluded from the trade discount program. We can add authorized users to your account upon request.
- **Quotations:** For precise planning of your landscaping projects, please send us your plant lists. We will provide a detailed quote within 24 hours, ensuring you can adhere to your project timelines.
- **Order Preparation and Pick-Up:** We can have your orders ready and assembled for pick-up to save you time. Please call or email us with your orders. Orders will be assembled within 48 hours if the product is available on-site. Assembled or ordered plants must be picked up within 48 hours. Understanding that delays can happen, orders that are paid in full can be held for up to seven (7) days. Annuals will only be held for 48 hours.
- **Design Consultation:** We are happy to offer some suggestions and ideas at store level. If a full design is required, please visit <https://sheridannurseries.com/services/landscape-design> for a list of Landscape Design partners who can work independently with you and your guest at an additional charge to complete the design process.
- **Payment Terms:** We offer a 30-day credit payment option upon approval. If payment terms are not established, all products must be paid for before leaving the property. After the credit period, if accounts are overdue, future purchases will revert to cash and carry.
- **Satisfaction and Return Policy:** If the selection of plants does not meet your project's needs, returns are accepted if the plants have not been planted, are in their original pot, and are in a resaleable condition. We reserve the right to refuse the return of plants that are not in a resaleable condition. Please note that Boxwood cannot be returned and is non-refundable.
- **Stay Updated:** Sign up for our emails for timely information on special deals and events.

We look forward to a fruitful collaboration and are here to support you in creating beautiful landscapes. If you have any questions, please contact us, we are happy to help!