



# DOING BUSINESS WITH US

## Terms and Conditions



Customer satisfaction is our priority. Our team is committed to better understanding your needs and working to meet and exceed your expectations for quality, service and timely delivery.

### WHOLESALE ACCOUNT:

Apply online with your basic company information at [www.jayscotts.com](http://www.jayscotts.com)  
Some additional documentation may be required.

### PAYMENT:

- Jay Scotts does not offer terms, all orders must be prepaid at the time the order is confirmed.
- Payment methods include: Visa, Mastercard, American Express, Discover Card, Check or Echeck with signed authorization. 1.5% discount is offered for payment by Echeck.
- Signed Credit Card Authorization forms are required for every order. We do not keep credit card information on file.
- Custom planter orders require a minimum quantity ordered along with a non-refundable deposit.
- Custom colors matching requires a \$75 set up fee (waived on orders over \$500+) along with 15% per planter fee.
- Custom fees are non-refundable.
- Returned checks will incur the maximum processing fee as allowed by law.

### ORDERS:

- Orders are confirmed and processed upon payment. Payment reserves inventory for your order.
- Paid orders are placed in the prep and finishing queue.
- A sales confirmation will be sent upon receipt of payment. Customers must review all details including color selection, quantity, bill to and delivery address and request for drainage holes.
- Changes to existing orders (including but not limited to quantity, color or planter style) must be made in writing to [info@jayscotts.com](mailto:info@jayscotts.com) or faxed to 954-922-3940 and acknowledged and approved by Jay Scotts within 24 hours of payment.

### ETA:

- Estimated Time of Arrival appears on the sales order and is the date inventory is expected to arrive at the port.
- Backorders will be filled within 7-21 days of the arrival date of a shipment.
- Backorders will be shipped as available without notice.

### CUSTOM PLANTER ORDER:

- Custom orders require a product development design/mold fee.
- Products developed become the property of Jay Scotts Company unless otherwise agreed to in writing.

### SHIPPING:

- Orders are FOB Jay Scotts Company, Dania Beach Florida unless otherwise noted.
- Standard orders are curbside delivery only. Additional services such as residential lift gates, appointments or other requests may require additional fees or surcharges.

### DAMAGE:

- Orders received **MUST BE INSPECTED** by the customer **AT THE TIME OF DELIVERY** and any exceptions or damage noted on the bill of lading.
- Damages with images must be reported in writing immediately to customer service at [info@jayscotts.com](mailto:info@jayscotts.com) or faxed to 954-922-3940.
- Submit a completed Damage Report along with photos of the damage, the cartons and packing materials
- If damages are not noted at the time of delivery, Jay Scotts will not have recourse with the shipper on your behalf

### RETURN POLICY:

- Returns are acceptable within 14 days of receipt and no product may be returned to Jay Scotts without written consent.
- All unauthorized returns will not be eligible for refund or credit.
- Returns must be in the original box with all the packaging material.
- In some cases, customers may be assessed the original shipping cost and are responsible for pre-paid return shipping.
- Custom planters and planters with drainage holes are non-refundable and non-exchangeable.
- Credit for returns is subject to inspection of the product and packaging material and deemed in good condition by our receiving department.
- Authorized returns are subject to a 25% restocking fee.
- Merchandise credit refunds only. No cash refund given.

## YOUR ORDER IS ON THE WAY

### GROUND/PARCEL

Orders may qualify to ship by ground/parcel. We use FedEx Ground for delivery. A tracking number will be sent to you when the order has been picked up from our warehouse so you may follow the delivery of your order.

### FREIGHT

A freight shipment is anything that is too large or too heavy for a parcel shipment. These types of shipments may require a loading dock, forklift or other method of removing pallets from the truck. The customer will have to receive off the back of the truck.

### LOADING YOUR FREIGHT ORDER TO SHIP

Freight shipment are always packaged on a pallet. Pallets are loaded up onto a freight truck at our warehouse with a fork lift.

### TRANSIT

Carriers provide projected transit days which are generally reliable. Some transit times may vary due to order volume, weather congestion and other unforeseen circumstances.

### PAPERWORK/TRACKING

A Bill of Lading (BOL) is a detailed list of goods consigning the shipment to the carrier from Jay Scotts. This document is issued by the carrier and kept with the driver to present to you when your order is delivered. A BOL (tracking) number is provided to Jay Scotts when the order is picked up by the carrier but may not be available for tracking for up to 24 hours.

### DELIVERY

Freight orders are typically delivered to a commercial address. Residential freight delivery **MUST** have liftgate service. Carriers are not movers and will not assist in the delivery. Additional services may include a fee:

- Liftgate** A liftgate allows freight to be lowered to the ground from the truck's tailgate and is considered a special service for an additional fee,
- Appointment** Most carriers offer a window for delivery that may be up to 4 hours. May be available for an extra charge.

### MISSING OR DAMAGED ITEMS

Inspect your shipment for signs of obvious damage. You may refuse the shipment should you deem the damage severe.

If you choose to accept the shipment from the carrier, make a note on the BOL (bill of lading) of any damage to the boxes or packing material. You are entitled to open each box and inspect the goods. If the driver will not stay, make a note that you were unable to check for concealed damage.