

# Mail Order Information

Fraser's Thimble Farm 175 Arbutus Rd. Salt Spring Island. B.C. V8K 1A3

## Read this page before you order

**PLANTS:** Only plants in the following pots can be shipped: 10cm, 11cm, 1gal, 2gal. The larger sizes can usually be shipped but special arrangements must be made, contact us. All plants are pot grown and are shipped bare-root or with plastic bag replacing the pot to reduce shipping costs.

**Substitutions:** We will not substitute plants unless you have noted preferred substitutes on the order. We offer refunds on a cash basis or as a credit on future orders; please note your preference on the order form. It is always nice to have a few substitutions listed.

**Plant Availability:** We ship on a first-come, first-served basis, so we cannot guarantee that all the plants listed in catalogue will be available at all times. If we state Fall 2008 or May 15<sup>th</sup> 2008, that is the first date we expect that plant to be available, so please don't order a plant that is not ready before your shipping date; put it on a new order.

**Shipping:** We ship via Expedited or Express Post (Priority post in the U.S.) from mid-September through to the end of May and later if the weather permits. We will ship during the winter when weather permits (early November to about Dec. 20th. then again starting early in February onward). We have tried to ship in late May and later but the plants are too advanced by this time. Orders without phone numbers will be held until you contact us to provide a phone number.

**Guarantee:** We ship healthy, true to name plants usually on Mondays or Tuesdays each week during spring and fall. However, our quality guarantee expires after the plants have been in transit to you for more than four days. Claims due to our error must be made immediately, if valid will be dealt with as a credit towards your next order.

**Back Orders:** We are unable to process back orders. Please reorder.

**Confirmation:** We do not send out Confirmations. We suggest you make a copy of your order if you need to look at it before your plants arrive. We will phone you if you indicate you want a confirmation on your order form.

### How to Order:

**A:**You can mail in your order

**B:**You can fax your order to us at (250)-537-5788.

**C:**You can E-mail it to us at thimfarm@telus.net Mark your e-mail as '**Order**' so we know yours is an important email. We only check our email 3-4 times per week, we have found this a somewhat unreliable service so we will try to respond with a simple **received** message to every email within 3-4 days so you know we actually got your message (we cannot guarantee that there is security for credit card # etc). Do not send it as an attachment! Due to the number of viruses sent to us this year, we generally don't open them any more.

**D:**you can A, B or C the order for pick up at the Nursery. If you do this please give us the date you will pick up the order so we can make sure we have it in stock. Please make sure, if you are picking up your order, that we actually receive it ahead of time if you want it pulled for you. If you want to browse through the Nursery and look at the thousands of plant we don't list, please do.

**E:**Phone orders. **We do not take phone orders.** If you want to check on a plants availability please phone us, we are practically attached to cordless phones throughout the Spring but we do not have an office staff and are rarely inside when you call. We don't mind phone calls. If you get our answering machine, please leave a message, it means we are out of phone range.

**U.S Customers and Orders:** We ship to all of the Continental US. All prices are in US funds for US customers. The difference in exchange helps cover some of the extra costs for export orders such as brokerage, duty and transport over the border. We expect to do U.S. orders every 4 weeks in Spring and Fall this year. We may increase the frequency depending on demand. Every order to the US requires a Phytosanitary Certificate, which is \$17.00 and usually this is the only extra cost. However, if you order any of the plants covered under C.I.T.E.S (\$7.00) (Orchids, Tree Ferns, Cyclamen etc.), which control the movement of endangered species we have to get, and charge for a C.I.T.E.S certificate. The cost of this will vary depending on what is ordered. **The minimum order for shipments to the US is \$50.00 worth of plants.** For those who want to visit the nursery and pick up an order, give us your order at least a week ahead of time so we can get the necessary documents in order. We also need a social security number for customs clearance and a phone number. U.S. order must have a contact phone number.





