

www.CountryGreen.com

Thank you for choosing *Country Green Turf Farms* as your vendor. We have been providing premium quality sod, hydroseeding, fertilizer, seed and turf related supplies for over 30 years.

We hope that you find the following information helpful and share it with all your staff.

Our sod types are:

Perfect Blend (netted sod) made up of Perennial Ryegrass, Kentucky Bluegrass & Hard Fescue Green Sport 360 (no plastic netting) Perennial Ryegrass and Kentucky Bluegrass Versa Green 360 (no plastic netting) Perennial Ryegrass and Fine Fescues

Green Sport 360 and **Versa Green 360** are only grown in our Olympia location but may be delivered north of I-90 for an additional charge.

Sod is freshly cut to order and **must** be installed and irrigated the same day it is received.

Warranty does not extend beyond the time of delivery or pick up and is limited to the replacement quantity of the defective product. All claims must be submitted within 24 hours of delivery. Please visit our web-site for full Warranty information. *www.CountryGreen.com*

Customer Types:

Retail: Customers who have no business license in a landscape related specialty. *Commercial:* Customers who have only a business license and do landscape related work. *Contractor:* Customers who are licensed and bonded as a *General Contractor*, landscape related Specialty Contractor or are a branch of Government agency.

Wholesale pricing is available after we have been contacted by a Principal of the Company and provided with a current Washington State UBI number. Third parties may not place orders on your account and there is no wholesale pricing available with third party payments.

Payment Terms:

Since sod is a perishable item and we cut only enough for that day's orders, we require payment arrangements before or at the time of order.

Credit terms can be arranged by submitting a Credit Application for approval. For convenience we offer credit limited accounts for approved customers. These accounts are also convenient to customers who want the ability to pay with cash or check upon delivery.

In the absence of this agreement, orders must be pre-payed by cash, check or credit/debit card upon order placement.

August 17, 2018

WAALP Andrea Anna P Landscape Professionals **Olympia Office** 800 300-1763 360 456-1006 7725 Yelm Hwy SE, Olympia WA 98513





Arlington Office 800 677-8873 360 657-2175 16821 51st Avenue NE, Arlington WA 98223





Business Hours:

Hours of operation are:

Monday thru Friday 7:00AM to 5:00PM Saturdays (April thru October) 8:00AM to 4:00PM

Placing Orders:

Orders for *Delivery* placed by 3:00 PM are scheduled to be delivered the next business day Monday thru Friday. Orders for Monday delivery need to be placed by 3:00 PM on Friday. Delivery orders are made up in 50 square foot increments.

Changes to orders must be received by 12:00 noon the prior business day.

Orders for *Pick-Up* placed by 4:00 PM are ready for pick up during business hours the next day.

Order cut-off times are occasionally impacted by business volume or inclement weather. Ordering in advance as soon as you know your site is ready is recommended.

Please be prepared with:

- An electronic form of *payment* if credit has not been arranged (Visa, Mastercard, Discover).
- The *quantity* and date the order is desired.
- A valid *address* if delivery is being made. If the site does not have an address, we will need the coordinates for the site. The routing system we are implementing will not geolocate lot numbers, so they will not be accepted. *Pinning* (long pressing) the job site location on a mapping program in a smart phone will display the latitude and longitude. We only need the information to the third decimal point. If we attempt delivery and the information is incorrect a delivery charge will be applied for each attempt.

Delivery:

- Delivery charge for sod orders under 600 square feet is \$150.
- Delivery charge for sod orders 600 square feet up to 1,190 square feet is \$125.

• Delivery charge for sod orders 1,200 square feet up to 10,000 square feet is \$100.

Extended deliveries and Island deliveries are be subject to additional delivery charges.

Normal delivery schedule is Monday thru Friday and Saturdays (April thru October).

Our routing is finalized once customers have all placed their orders and you will receive notification of your delivery time by 4:30 PM the business day prior to delivery. Our goal is to have delivery complete as early as possible. Due to fluctuations in traffic the accuracy of delivery times will vary daily.

Pallets:

A refundable pallet deposit of \$10.00 is charged for each turf pallet. Refunds are processed weekly after the return of the reusable pallets. Our pallets are marked *Country Green Turf* and may be returned to a Country Green location or available neatly stacked for the driver at the site of your next delivery. The driver will leave a receipt for the pallets returned.

Your feedback is important, please call and let us know how we can help you! 360 456-1006