



7073 40th Ave
Hudsonville, MI 49426
www.dgiprop.com

Terms and Conditions

Program dates: 10/02/2022-9/30/2023

Weeks Available for Spring Program: weeks 1-18

Weeks Available for Spring Assorted Trays: weeks 1-18 from availability only

Off-Season Ordering for spring varieties: weeks 40-53 and weeks 19-39

Prices are subject to change at the discretion of DGI Propagators. Notifications will be sent to brokers regarding any pricing or product changes.

Limitation of Warranty: DGI Propagators warrants to purchaser that our products shall conform to their descriptions and that plant material will be viable when received. There are no warranties, expressed or implied, which extend beyond those set forth above, and there is no warranty of marketability.

Purchaser shall be limited to the amount of the purchase price of any DGI product on which claim is made as its exclusive remedy for breach of warranty expressed herein or for negligence. Under no circumstances shall DGI be liable to purchaser or any other person for consequential or incidental damages. EXPRESS LIMITATION FOR XANTHOMONAS: DGI Propagators will not be liable to Purchaser for ANY costs, damages or claims attributable to Xanthomonas in Begonias unless Purchaser notifies DGI Propagators with documentation of Xanthomonas within 24 hours of delivery. Upon such notice acceptable to DGI Propagators, Purchaser shall be limited to the amount of the purchase price as its exclusive remedy.

Order Entry Deadlines: All new Grower Truck orders must be received at DGI a minimum of 10 days before ship week to allow for routing. All order changes, new CPU, and UPS/FedEx orders must be received by noon EST on the Wednesday before ship week.

Back orders: Due to the nature of our business, occasional back orders will occur. It is difficult to inform the broker or customer prior to shipping when a back order situation occurs. However, when time allows, every effort will be made to contact the broker and/or customer of these changes and back orders prior to shipping.

Returns: Due to the clean stock protocol, no plants will be accepted for return.

Cancellations: Cancellations will not be accepted 3 weeks prior to sticking/sowing.

Additions: Additions will be accepted up to the Wednesday before ship week, depending on availability.

Substitutions: DGI Propagators may have to substitute varieties on an order from time to time. Every effort will be made to substitute a variety of similar color and habit. "Variety not ordered" or "unsuitable sub" will not be accepted as a reason to refuse to pay for the product unless "no substitutions" is clearly stated on the original purchase order.

Tags: The customer can indicate "no tags", "1:1 Ratio", or "1:3 Ratio." If nothing is noted on the order, the default is 1:1 with standard plant tags. Changes to tags can be revised 2 weeks prior to shipment. All tags will be drop shipped from Mastertag. No additional tags will be shipped after shipment. If the customer returns the tags, the freight will be the responsibility of the customer/broker and a \$25 restocking fee will be applied per order. Customers will normally receive their tags via UPS the week



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prior to the plants shipping but during the busiest weeks may receive their tags the same week as the plants. Also, MasterTag may backorder some tags due to supply shortages. For 1:1 ratio, tags will be shipped in the following quantities: 51 tags for 51 tray, 36 tags for 36 tray, 36 tags for 18 tray. Late plant orders off Availability may not receive the tags until after the plants arrive. **Required tags:** Assorted Trays and Sunflowers. **Tags included in price:** Assorted Trays and Sunflower

Claims: If product arrives damaged, with insufficient numbers (verify with packing slip first), with incorrect varieties, or in an unacceptable condition, DGI requires that you (the broker) must submit a report detailing the problem with 48 HOURS of delivery. If the greenhouse contacts us first, we will direct them directly to the broker. Documentation of damage/condition MUST be verified by pictures of all products considered damaged or unacceptable. Plants should be kept for possible inspection Failure to present verification may delay or reduce the issuance of the claim. Digital photos and the claim documents must be emailed to claims@dgiprop.com. If there is visible damage to the exterior of the box, or the delivery has been delayed beyond the guaranteed day of delivery, please make note on the delivery receipt and notify the broker of sale. DGI will not honor claims without physical signature at time of delivery ("Signature on File" will not be accepted). UPS/FedEx may not honor a claim if exterior damage is not noted at the time of delivery. UPS requires that you keep damaged product as they will attempt to pick it up in order to substantiate a UPS at fault claim, such as delayed delivery. DGI will assume responsibility for damage due to weather-related conditions unless the broker or the customer demands delivery against DGI's recommendation.

Shipping Information

Customer Pick up: Products are available Monday through Friday from 8:00am to 4:00pm or by appointment for after-hours pick up during the busy Spring season. Tuesday through Thursday during the off season or by appointment after hours. DGI will call customer on the Thursday/Friday of the week prior to schedule an available date and time for pick-up. If customer does not pick up their order two days after their scheduled time, a \$25 unboxing and re-boxing fee will be applied. Customers have an option to have product boxed. Pricing is \$1.10 per box, 2 trays per box.

UPS/FedEx: We use UPS and FedEx one and two day shipping options. DGI has the right to hold shipment or send out shipment if conditions allow. Note the boxing charges and any additional phyto charges may be applied depending on the state.

Grower Truck: Weekly delivery is available from January through April, subject to appropriate volumes to generate routes. Check the scheduling map in the back of our catalog for the weeks available and minimum trays required for delivery in your area. We typically create routes for delivery between normal business hours of 8am to 5pm but may request to drop earlier or later to make the most efficient routes. We contact customers directly the week prior to let them know the scheduled day for their Grower Truck delivery. If the customer is not present at the time of delivery, our driver will try to phone the customer, otherwise the driver will try to find a warm spot to put the plants, if possible. Easily visible signage to direct drivers where to leave the plants is also appreciated. After April, Grower Truck delivery may also be an option depending on area orders and volumes.

Quote for Volume Pricing: If a salesperson wants a volume quote for a customer and the customer already has an established volume with DGI, the customer must call or email DGI in order to release the volume price to the broker.



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Off-Season Ordering: Each variety/color ordered would need to be ordered in 2 tray increments. Except for: Assorted Succulents, Cordyline, and Pennisetum Red Rubrum (these are offered year round but are based on in-house availability; any quantity can be ordered). Product will be subject to availability by our suppliers. Off-season orders will typically ship FedEx/UPS, unless the size of the order deems a Grower Truck. Our current pricing will hold until week 39