

# Payment Policy/Terms

- **Accounts are due and payable in full upon receipt of product.** Accounts established less than 2 years will require payment in full upon delivery (C.O.D.)  
**All unpaid accounts become past due 30 days from date of invoice. Unpaid balances are charged interest at the rate of 5% per month. Payment received on account will be credited to finance charges first, then to invoice in date order. If an account is delinquent (30 days+) further deliveries may be unavailable, or subject to C.O.D. basis until the account is current.**
- **Accounts that have not paid or are not kept current are subject to Collection & Attorney fees. Moss Greenhouses, Inc. reserves the right to charge customers a \$45.00 fee on all checks returned for non-sufficient funds.**  
Credit history is established after 2 years, with an approved credit application.
- **Visa, MasterCard, Discover and American Express** are accepted, and we request these for all our C.O.D. accounts. All Credit Card information will be kept confidential on file.
- All customers must complete a current resale certificate and provide us with a current Idaho State Nursery License number or your respective State Nursery License number before we can sell product to you.

## C.O.D.

- **Credit Cards are required on account to charge prior to delivery. After two years of established history, you are able to fill out a credit app to qualify for terms.**
- **Credit Card Policy – NEW 2026**  
A **3% surcharge** will be added to all wholesale purchases paid by **credit card** to cover card-processing costs. This fee does not exceed our actual processing expenses. ACH payments and checks are not subject to this surcharge.
- All invoices need to be signed to acknowledge delivery. If you are unable to accept delivery, prior arrangements for payment must be made or the driver will not unload product. **No C.O.D. deliveries will be left with a customer without payment.**

## Plant Availability

- Due to market demands and growing conditions, all varieties listed in our catalog are subject to availability. All products listed in our catalog are not available at all times during the season.
- Availability of product varies during the season, so we update a list daily and then do a complete update weekly. Our availability is faxed, emailed, and uploaded on our website on Thursday evening of each week. We will either fax or email availability to all customers unless otherwise notified. A 'living' availability will be emailed on each order day as it changes.
- **Password for the website is** [REDACTED]
- Faxing or emailing your order is the suggested method of ordering, however we happily accept orders over the phone as well.
- **FAX:208-324-7391. Email: [sales@mossgreenhouses.com](mailto:sales@mossgreenhouses.com), [tamip@mossgreenhouses.com](mailto:tamip@mossgreenhouses.com), [jennifer@mossgreenhouse.com](mailto:jennifer@mossgreenhouse.com) [laedenr@mossgreenhouses.com](mailto:laedenr@mossgreenhouses.com) or [jennifer@mossgreenhouse.com](mailto:jennifer@mossgreenhouse.com)**  
**Please make sure your business name and date are on your faxed order.**
- Please total each page and total the entire order so there is less room for misinterpretation. A salesperson may call you concerning your order unless otherwise noted not to call. Please indicate on order.
- If you do not wish us to substitute colors of the same variety, to fill your order, please write "No Subs" on your order. If you do not inform us otherwise, we reserve the right to make substitutions.
- Weather and the number of orders shipped can create changes daily. It is best to view availability as a living document – always changing!

## **YOUR SALE REP IS YOUR TICKET TO SUCCESS**

Our team is here to help you grow – LITERALLY! From bedding plants to hanging baskets, your Sales Account Manager is your go-to resource for placing orders, navigating deadlines, and making sure your deliveries arrive as needed and expected. Please work closely with them to keep your season running smoothly.

### **Ordering Guidelines**

To ensure efficient service and high-quality product, please follow the ordering process below:

- **Order Deadlines:** Orders must be submitted by **6:00 p.m.** on your scheduled order day (5:00 p.m. during peak season). Orders received after the cut-off will be processed on the next available delivery day and that will be communicated ahead.
- **How to Order:** Place orders via **phone, email, or fax.** Orders are pulled in the order received. No call-in orders or additions on load day but we are happy to start another order for the next delivery or pick-up.
- **Delivery Minimums:** To send a truck to your area, a total of **\$23 per mile (one way)** must be met across all combined customer orders. Your individual order must also meet a **\$1,000 minimum** for delivery to your location. Our sales team works to group customers on each route to meet the mileage requirement.
- **Full Truckloads:** Need a large delivery? We can schedule full truckloads (~500 items) to your location as needed, typically for Saturday delivery but that is flexible pending truck and driver availability. Contact your rep early for availability.
- **Substitutions:** If an item is unavailable, we default to subbing “like-with-like” to best of our availability of ready crops. If you do not want a substitution on a specific item or an entire order, please note that on your order form. We don’t want your inventory interrupted and you can’t sell it if you do not have it. Please have your preferred contact on file should your sales rep have any questions on your order.
- **Invoices:** Available by email or fax or snail mail by request.

### **Pick-Up Orders**

- Available for orders **below the delivery minimum.** Larger orders are welcome as well, just plan transportation accordingly.
- Must be placed **72 hours in advance.**
- Pick up hours: **Monday – Friday, 8:00 a.m.-5:00 p.m.**
- For safety and liability, customers **may not pull their own orders.**

### **Re-Stocking Fee**

Returned items due to over-ordering or availability misunderstandings are subject to a **20% restocking fee** to cover handling and potential product damage.

### **Customer Visitations**

Customer visits to Moss Greenhouses are **welcome by appointment only, Monday through Friday.** All visitors are required to **check in at the front office** and must wear a **visitor badge** while on site.

For the safety of our plants and the quality of our growing environment, **product will not be pulled during your visit.** You're welcome to tour the facility with an appointment and will be **escorted by a Moss team member** throughout your visit.

Requests for visits **outside of normal business days** are considered **at the discretion of ownership.**

## DELIVERY INFORMATION

- Minimums:** **SUBJECT TO ORDERS RECEIVED**  
**\$1000.00 minimum per delivery location.** This is before discounts or delivery charges.  
We may require more than minimum to equitably reach your delivery location.  
Our "rule-of-thumb" for deliveries still continues:  
*"One flat/hb per mile (one-way)," to be shared with other deliveries on your route.*
- Delivery:** We do our best to honor delivery times, but specific delivery times cannot be guaranteed, due to the ever-changing road conditions.  
We guarantee a day, not a time.  
If you have a cell phone number that you can be reached on, our driver can phone their anticipated delivery time. Please provide us with a cell number for customer contact.
- Plant Racks:** Your assistance in unloading racks is greatly appreciated, drivers can sometimes leave racks in the morning and pick them up in the afternoon.  
We wish there were a million of these, however, we need to back-haul **all** of the racks on each route to refill for our next deliveries. Thank you for helping us get these back to their home.
- Route Mileage:** Route mileage is based upon distance from Jerome, Idaho and/or from the furthest delivery stop on the scheduled route.  
Physical restriction of trucks on roads must be factored into the route that is mapped out for deliveries.
- Payments to Drivers (COD):** We require a credit card payment for all "Drop-Ship" deliveries.  
COD customers MUST have a **VALID** credit card on file to run **before** your order ships.
- Direct to Job Sites:** Due to the demand of our delivery schedule and the size of the delivery trucks, we cannot deliver directly to the job sites. Established locations, that accommodate 53'; 80,000 lb. trucks, must be accessible.
- Towns/Locations not listed:** Our sales staff will assist you in figuring your freight rates and delivery schedule.
- Invoices:** Please verify your delivered counts with driver before unloading plant material from the racks.  
**We require a signatures on every invoice upon delivery.**
- Claims & Returns:** We pride ourselves on quality and stand behind our product. If you are unhappy with the quality, fill out a claim form with our driver and return on the same truck. For COD orders, we will issue credits as promptly as possible.  
Please notify the delivery driver if product needs returned or a claim is required. Complete and sign a "Claim Form" to verify returned items are correct with counts, type of product and container/flat size to issue proper credit. Credit memos will be issued upon receipt of the claim form.  
Contact Moss Greenhouses if there is a concern after the driver has left.

**All claims must be made within 24 hours or claim may not be honored.**  
**Pictures are often requested so we can remedy any concerns on our facility.**

## Delivery Schedule

Moss Greenhouses operates on a **once-a-week delivery schedule** for all areas. Please refer to your assigned **order day and delivery day** on the schedule provided.

**Availability is sent out every Thursday by end of day.** You may place your order as soon as the most current availability is released — even ahead of your scheduled order day.

If an urgent restock is needed, we offer **“hot shot” deliveries on Saturdays**, based on truck availability. These orders must still meet the standard **\$23 per mile (one way)** mileage minimum.

Our delivery schedule runs **7 days a week from April 1 to July 1**, and shifts to **5 days a week before and after** those peak dates.

<p><b><u>Friday Order Day</u></b></p> <p><b>Boise McCall Grangeville/Clarkston</b></p> <p><b>By 6 pm!</b></p> <p><b><u>Delivery Day</u></b></p> <p><b>MONDAY</b></p>	<p><b><u>Saturday Order Day</u></b></p> <p><b>Eastern Idaho Wyoming</b></p> <p><b>By 6 pm!</b></p> <p><b><u>Delivery Day</u></b></p> <p><b>TUESDAY</b></p>	<p><b><u>Sunday Order Day</u></b></p> <p><b>Salmon/Challis Wood River Valley Magic Valley</b></p> <p><b>By 6 pm!</b></p> <p><b><u>Delivery Day</u></b></p> <p><b>WEDNESDAY</b></p>
<p><b><u>Monday Order Day</u></b></p> <p><b>Montana Nevada</b></p> <p><b>By 6 pm!</b></p> <p><b><u>Delivery Day</u></b></p> <p><b>THURSDAY</b></p>	<p><b><u>Tuesday Order Day</u></b></p> <p><b>Washington/North Idaho Oregon Utah</b></p> <p><b>By 6 pm!</b></p> <p><b><u>Delivery Day</u></b></p> <p><b>FRIDAY</b></p>	<p><b><u>Special Trucks*</u></b> <b>“Hot Shots!”</b></p> <p><b>Wednesday and Thursday Order Days</b></p> <p><b><u>Delivery Day</u></b></p> <p><b>SATURDAY</b></p> <p><b>* This will be worked out on a case-by-case basis for a Saturday delivery. Please call the Sales Team about meeting minimums.</b></p>

The Moss Greenhouses Sales Team is available with any questions about this new schedule 208-324-1000 ext. 2.

By adding an extra day on our end, it will ensure that you receive your complete order with a quality check for accuracy and top notch plants. We kindly ask that if you have any claims, please send us photos that we can use to help further train our selection and assembly teams.

## Ordering/Delivery Schedules & Freight Rates

<u>Location</u>	<u>Order Day(s)</u>	<u>Delivery Day(s)</u>	<u>Freight</u>
<b>IDAHO</b>			
Twin Falls Area/Glenns Ferry to Rupert	Sunday	Wednesday	7%
Mountain Home	Friday	Monday	10%
Wood River Valley	Sunday	Wednesday	10%
Boise/Nampa/Caldwell/Weiser	Friday	Monday	14%
American Falls to Rexburg	Saturday	Tuesday	14%
Preston/Soda Springs	Tuesday	Friday	14%
Arco/Challis	Sunday	Wednesday	14%
Salmon	Sunday	Wednesday	18%
Driggs/St. Anthony/Ashton	Saturday	Tuesday	18%
McCall	Friday	Monday	18%
Grangeville/Orofino	Friday	Monday	21%
Lewiston/Moscow	Friday	Monday	23%
Coeur d' Alene/Sandpoint	Tuesday	Friday	26%
<b>MONTANA</b>			
Dillon	Monday	Thursday	19%
Bozeman/Butte	Monday	Thursday	21%
Helena	Monday	Thursday	22%
Missoula	Monday	Thursday/Friday	23%
Great Falls/Billings/Kalispel	Monday	Thursday/Friday	26%
<b>NEVADA</b>			
Wells	Monday	Thursday	14%
Elko/Spring Creek	Monday	Thursday	16%
Ely/Winnemucca	Monday	Thursday	20%
Reno/Carson City	Monday	Thursday	26%
<b>OREGON</b>			
Ontario/Vale	Tuesday	Friday	14%
Baker City/La Grande	Tuesday	Friday	20%
Pendleton/John Day/ Burns	Tuesday	Friday	21%
<b>UTAH</b>			
Ogden/Logan/Tremonton/Hyde Park	Tuesday	Friday	14%
Salt Lake City/ American Fork/Draper/Riverton	Tuesday	Friday	18%
Heber/Provo/Spanish Fork	Tuesday	Friday	18%
Eagle Mountain	Tuesday	Friday	19%
Roosevelt/Vernal	Tuesday	Friday	22%
Cedar City/St. George	Tuesday	Friday	26%
<b>WASHINGTON (Orders must be placed by noon Mountain Time on Tuesday)</b>			
Clarkston	Friday	Monday	23%
Walla Walla	Tuesday	Friday	20%
Kennewick	Tuesday	Friday	23%
Spokane	Tuesday	Friday	26%
<b>WYOMING</b>			
Afton	Saturday	Tuesday	18%
Alpine/Jackson	Saturday	Tuesday	19%
Kemmerer/Pinedale/ Green River/Rock Springs	Saturday	Tuesday	21%
Casper/Lander	Saturday	Tuesday	26%
Eastern Wyoming (Based on Demand)	Saturday	Tuesday	26%-30%

## Phytosanitary Certification

The Department of Agriculture has restrictions on certain plant product that ships to Montana, Nevada and Washington. In order to ship these products, we must be inspected and then purchase a phytosanitary certificate for each delivery shipping to the above-mentioned areas. Customers' invoices will reflect a minimal charge for certification fees. Products restricted:

**Montana:** Tomatoes, Peppers and Eggplant. *We cannot ship mint to Montana.*

**Nevada:** Tomatoes, Peppers and Eggplant.

**Washington:** Tomatoes, Mint, Peppers and Eggplant.

Washington customers ordering these products **must place their order by 12:00 pm Mountain Time. Please inquire with us, or your Department of Agriculture, if you have any questions. The charge for a Phytosanitary Certificate is \$45.00 per order, not product.**

## PRICING & ACCOUNT QUALIFICATIONS

Moss Greenhouses offers wholesale pricing to qualified businesses. To receive wholesale pricing, customers must provide a **current Nursery License and/or Contractor's License**, updated annually.

If your organization requires Purchase Orders, please notify our office so we can adjust your account accordingly.

Pricing tiers and any applicable discounts are based on previous year's sales and purchase history. Discounts, if applicable, will be included with your annual catalog.

For questions about your account or pricing, please contact our wholesale sales team at 208-324-1000 ext. 2 or email us.

**2026**  
**Password for Online Availability:**

**starsandstripes26**

### Tariff & Import Fee Policy

At Moss Greenhouses, we believe in transparency and fairness. Any tariff or import-related fees listed on your invoice are charges we've already incurred — not projections, markups, or profit centers.

While these fees are entirely out of our control and often influenced by broader trade policy or global events, we choose to separate them out clearly on your invoice. This reflects our commitment to being upfront about the true costs of doing business in today's world.

We do not charge anything we don't have to — and we're committed to keeping you informed every step of the way.