

CUSTOMER INFORMATION/ORDERING GUIDE

Thank you for selecting Boething Treeland for your tree and shrub needs. We believe that each customer is important and we look forward to building long and mutually rewarding relationships with each and every customer. Please take a few minutes to review the following information which will assist us in servicing your account. Our goal is to exceed your expectations. Se habla español.

GETTING STARTED

Boething Treeland sells wholesale, business to business to licensed contractors, builders, developers, municipalities, county, state and federal government agencies, golf courses, cemeteries, nurseries, garden centers, institutions, and other trade professionals.

Our experienced sales staff is available to assist in setting up your account and answering any questions you may have. Our office hours are Monday through Friday 7:00 a.m. to 4:30 p.m. Pacific time. If you do not already have a sales representative, please call and ask to speak with the Sales Manager at one of the following locations: (see the Regional Sales Map below):

- In southern California, southern Nevada, Arizona:
Woodland Hills, CA
Phone (800) 995-8744 or Fax (818) 712-6979
email: SouthSales@boethingtreeland.com

- In northern California for the Counties of Del Norte, Humboldt, Marin, Mendocino, Monterey, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, and Sonoma:

Portola Valley, CA

Phone (800) 272-8733 or Fax (650) 851-4252
email: NorthSales@boethingtreeland.com

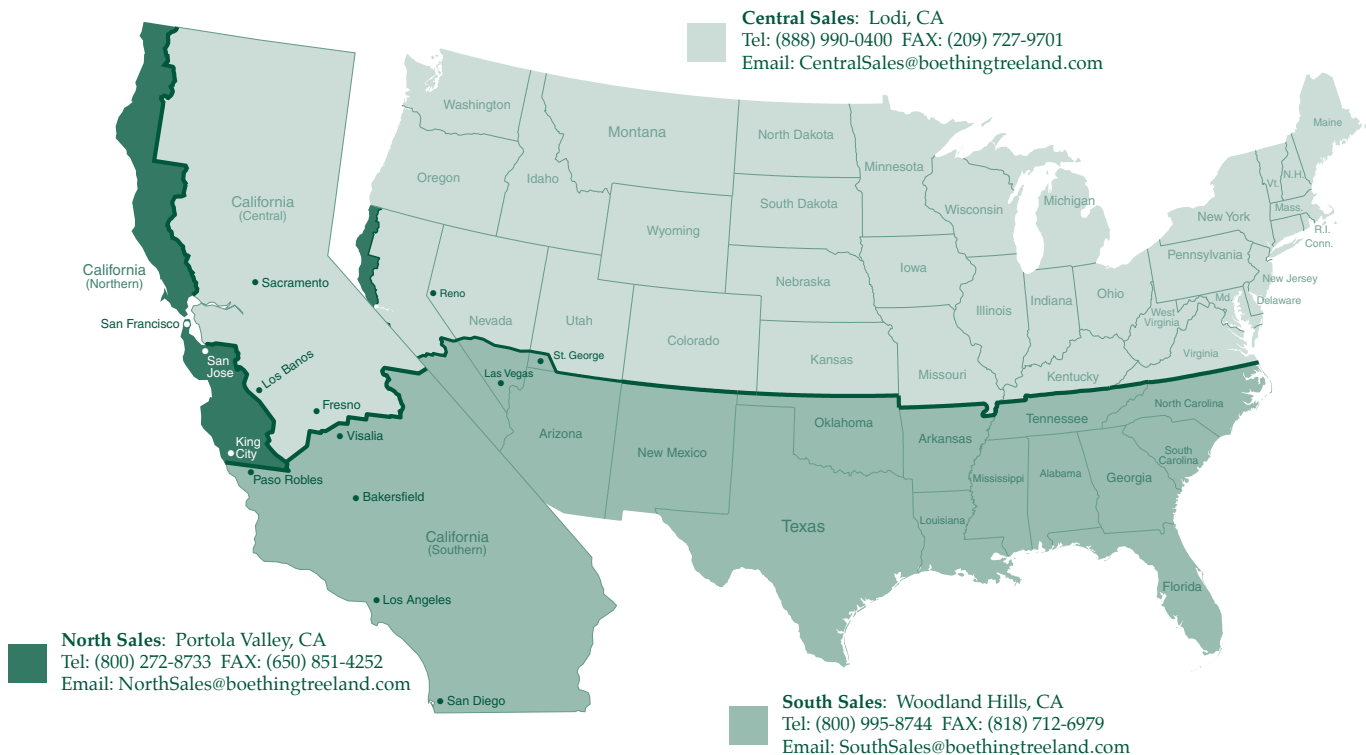
- In northern California all other counties, Northern Nevada, Oregon, and Washington:

Lodi, CA

Phone (888) 990-0400 or Fax (209) 727-9701
email: CentralSales@boethingtreeland.com

Establishing credit with Boething Treeland is simple. Our Credit Application and Account Agreement are located on page 28. Processing your credit application generally takes 2 days. You may choose to prepay your first delivery to expedite your order. We accept Master Card and Visa.

REGIONAL SALES CONTACT MAP



see map on page 57 for sales office locations

BIDDING AND ORDERING

We welcome the opportunity to quote your projects. Your request for a quote can be faxed, telephoned, e-mailed, or mailed to us. In addition to the plant list, we ask that you include:

- **Job Name and Delivery City** – These help us easily locate your latest quote and also allow us to determine our growing location closest to your job site.
- **Estimated Shipping Date** – The estimated shipping date is especially important as we take the time to check our inventory and only quote those items we can supply.
- **Substitutions** – Let us know if your customer can accept substitutions as many times we can suggest a comparable plant or size if we do not have exactly what you are seeking. Often we can select a similar plant from our specials list for a savings to you.
- **Botanical Names** – Whenever possible, please use botanical names when placing your order. Many different plants have similar common names. Using botanical names insures we are quoting (and shipping) the exact item you request. See the Common/Botanical Name Cross Reference Index on pages 53.
- **Plant Forms** – Many of the trees we grow are available in different forms such as multi trunk or single trunk. Frequently, shrubs may also be grown as small trees and staked vines may also be grown on espaliers. Please note the form you wish to order. See the Plant Forms Guide on page 51.

A complete quote/order form is found on page 26 which includes all of the above information for your convenience. Please feel free to make copies for future use or request an e-mail version of this form from your sales representative.

Upon receipt of your order your sales representative will call you to review and confirm your order details.

In most cases, orders received by 10:00 a.m. can be delivered the next business day within our major delivery areas in California, Nevada and Arizona. Ask your sales representative to quote delivery dates and charges for your specific location.

Once you've decided to turn your quote into an order, simply add the following information to your original quote form and we will fill the order:

- **Job Site Contact Information** – Please provide a cell phone number for the responsible person at the job site in order to coordinate your delivery. Detailed contact information for your company is also needed as we want to make sure we know how to reach you.
- **Location and Directions** – Detailed information regarding the delivery location helps our drivers to deliver on time. Please provide your sales representative with complete delivery address, directions and information, including street, lane, court, etc., along with the nearest cross street. If the delivery address is in a new subdivision, please provide us with a map to the location and also a site map. We care about getting your order to you on time.
- **Freight Charges** – These are based on the order size and the delivery location. Your sales representative can provide you with a specific freight quote.
- **Inspector/Architect on Site** – We strive always to meet customer expectations. Please let us know if there are inspectors and/or architects on site as they often have specific plant requirements. For example, some inspectors/architects prefer younger material while others prefer larger material. Communicating their specific requirements with your sales representative prior to delivery will insure your delivery goes smoothly.

OTHER INFORMATION

Farm Visits – Farm visits are welcomed. Should you wish to visit we ask that you call ahead in order for us to properly prepare for your visit. Please do not send your customers unaccompanied.

Tagging – Immediate Delivery – If you wish to select and tag 15 gallon or larger size plant material, please inform your sales representative prior to your visit in order for us to prepare your tags.

Tagging – Future Delivery – A deposit is required to tag and hold plants for future delivery. Ask your sales representative for details.

Contract Growing – With sufficient growing time Boething Treeland can save you money and ensure availability and plant uniformity on your next project. Ask your sales representative for details on our Custom Contract Growing Program.

Will Call – Will Call is available Monday to Friday (7:00 a.m. – 11:30 a.m.) at our Woodland Hills and Portola Valley locations. For customers wishing to pick up orders at any of our other locations please coordinate your pickup with your sales representative.

Certified Status – Boething Treeland Farms, Inc. is inspected regularly to maintain its compliance agreements with all of the counties in which we grow and ship plant material to prevent the spread of Sudden Oak Death (SOD) and Glassy Wing Sharpshooter (GWSS). We are authorized to ship interstate and intrastate with certification numbers available upon request.

DELIVERY

Site Access – Any unusual site access conditions should be noted, i.e., small turnaround, steep hill, low overhang, or soggy ground conditions. Please remember that for residential projects our deliveries are “Curb Side” only.

Delivery Times – Your sales representative will contact you the afternoon prior to delivery with an estimated two-hour window for our time of arrival. We make every effort to be on time; however, delivery times are estimated and not guaranteed. Unless otherwise noted, we deliver RAIN OR SHINE. Cancellations prior to shipment are subject to a 25% restocking fee.

Minimum Orders – Our minimum order is \$750.00 per delivery in CA, NV, and AZ. Check with your sales representative for minimum order size to other areas. Based on delivery schedules, we may be able to deliver a below minimum order with a drop charge.

Receiving Your Delivery – Your crew and equipment are required on the job site for the unloading of plants. Please plan ahead for receiving. Treeland requires that you have an authorized signer on-site to inspect and accept the delivery. We make every effort to fill your order completely and correctly with the plant material as represented to you. If we have made an error on size

or variety please do not accept the plant at the time of delivery. Requests for returns after acceptance are subject to a 25% restocking charge. We cannot honor return requests made more than five days after delivery, if the plants have been planted, or rejections by Architects or Inspectors after your acceptance. Any concerns you may have about the plant material must be noted in writing on the delivery paperwork at the time of delivery.

Off-Loading Manpower and Equipment Requirements

Having the right team at the job site always expedites delivery saving you time and money.

- 24” box trees require three workers.
- 36” box trees require a tractor or forklift and three workers.
- 48” box trees require a tractor capable of lifting 2500 pounds and four workers.
- For larger sized trees, please consult your sales representative.

Reminder – Although your plants are watered prior to loading, it is critical in warm weather that you water again immediately upon receipt of your order. We cannot be responsible for plants that dry out after they are received and accepted.

TERMS AND CONDITIONS

Conditions: Pricing and quotations are for the WHOLESALE TRADE ONLY. All prices quoted in this price list are FOB point of origin and do not include delivery charges, inspection fees, or sales tax. Prices stated are subject to change without notice. It is understood that all orders acknowledged or accepted are subject to availability of stock on hand at the time of delivery. Due to the perishable nature of plant material and the long growing time required, acknowledgement or acceptance of your order does not assure availability or reservation of stock for your order. For customers who would like to secure their order with a deposit please contact your sales representative.

Terms of Sales: We are pleased to make credit arrangements with established accounts. New accounts will be C.O.D. or CASH-IN-ADVANCE of loading until we verify credit for job charge accounts. Out of CA, NV, and AZ, deliveries are cash-in-advance. Job charge (delivery to a particular job site) is our only kind of charge. Job charge accounts are payable NET 30 DAYS after the date of each invoice. No deliveries will be made to customers whose accounts are past due until the account is current.

Preliminary Notice Information: Boething Treeland complies with state contractor laws and asks for preliminary notice information at the time of each order. We appreciate your cooperation on these matters. Because Boething Treeland bases its extension of credit on delivery to a specific job site, deliveries to a

holding yard or pickups at any of our yards are C.O.D. A Preliminary Notice Information Form can be found on page 27.

Non-Warranty: Boething Treeland exercises great care to have all plants true to name; nevertheless, Boething Treeland gives no further warranty, expressed or implied, as to the nursery stock it sells. No liability is assumed by Boething Treeland for delay or failure to deliver caused by wars, strikes, fires, floods, droughts, embargoes, or any other contingencies beyond our control. Further, due to circumstances beyond our control we cannot guarantee the well-being of plants in any way after they have been accepted.

Claims, Liability: Claims must be made immediately upon receipt of goods, in writing, on the shipping documents. If an error has been made by us, please notify us at that time and we will be happy to make an adjustment. Boething Treeland reserves the right to determine the reasonableness of any claim and will make whatever adjustment it deems proper and adequate. No credit will be given on any plant material that has been planted or returned more than five days after delivery unless prior arrangements have been made. At no time will we be responsible for more than the purchase price paid.

Restocking: Plants that are cancelled after loading at our yards or rejected at the time of delivery are subject to restocking charges.

