



SPECIALTY SERVICES POLICIES 2023

Ruppert Nurseries grows, sells and moves big trees. We are grateful for your business and hope to be your partner through the varying and potentially challenging tree needs and situations that may arise. Please take a moment to read our specialty services policies.

Photos:

Our standard pricing includes one photo of the field in which your plants are growing and a single image of up to two specific plants with a height pole to show scale. If additional photos are needed, we invite you to come visit our farm. If a visit is unfeasible, we are happy to provide additional photos at the cost of \$25 per photo. Payment will need to be made ahead of photos being sent, we accept VENMO or credit card. Photographed trees will be held for one week after the photo and then released back into available inventory.

Root Pruning:

After years of refining our system, we are excited to offer the option of root pruning trees. If you would like your trees to be root pruned, please expect a 10% increase in tree price. We require a 35% non refundable deposit for all root pruned orders in advance of root pruning. A 5% monthly watering fee for all root pruned trees (recommended April- November) will be added to the final invoice.

Above Ground Holding:

We are able to dig and hold material above ground if needed. A 10% holding fee per tree will be charged and full payment will be due prior to digging. An additional 10% maintenance fee will be billed each month. After trees are dug, all payments are non-refundable. Trees will be wrapped with treated burlap and stretch film to help prevent water loss and provide extra integrity to the root ball as it is being held. After wrapping, trees will be placed immediately into our irrigated above ground holding area. While we employ the very best horticultural practices, holding trees above ground is risky and Ruppert is not responsible for the health or survivability of these trees and they are not covered under warranty. Trees not shipped by July 1 or any canceled orders will be released for sale and all monies paid will be forfeited.

Summer Digging:

Summer digging is once again being offered at a rate of 20% per tree, payment for which must be received prior to the process of summer digging. This process takes 7-10 days and involves first trenching each tree and watering daily. The trees are dug and held one day prior to being loaded on a trailer to ensure that the tree is in good health prior to shipping. The amount due for the trees will be payable under normal terms. If a client requests Ruppert to dig and ship an order that gets delayed for more than two weeks, the order will be treated as an above ground holding order. Please refer to the "above ground holding" section for costs and terms.

Upsized Rootball:

We are happy to provide an upsized root ball at a 10% per tree fee payable under normal terms. Any requests that are beyond one size larger than typical will be priced on a case-by-case basis.

Advance Tagging and Advance Order Placement:

Our standard pricing includes holding tagged trees for up to 6 months. After six months, we require a 20% non-refundable "holding deposit" and an additional 2% per month for up to two years. After two years, the order will be canceled and all payments will be forfeited. The cancellation fees outlined below do not apply. Plant prices are subject to change based on the growth of the trees. Prices are based on the caliper of the tree at time of shipping.

Cancellation Fees and Rejected Plants:

We understand that canceling an order is sometimes unavoidable. We are able to accommodate canceled orders that have been held for up to 6 months. Tagged orders that have been held for over 6 months and then canceled will forfeit their holding deposit. Untagged orders canceled after 6 months will incur a 10% cancellation fee. If partial orders are canceled, the applicable fees will be applied to the plants that were canceled. Once an order is dug, it can not be canceled and payment is due under normal terms.

Rejected Plants:

It is important to us that our customers are thrilled with our product. **Please take a moment to inspect your order at time of pick up or delivery and let us know if any plant is unacceptable.** Ruppert Nurseries is unable to take responsibility for rejected plants after pick-up or 24 hours after delivery.

Payment Terms and Credit Card Processing:

All orders are C.O.D. unless otherwise specified and confirmed by Ruppert Nurseries in writing. All orders must be paid within term to qualify for discounts. If paying with credit card, a maximum processing fee of 2% will be charged.

General Rootball Sizes and Unloading:

Our general root ball sizes and weights are outlined in the chart below. Rootball sizes and weights are subject to change based on factors such as caliper size, soil conditions and the B&B process. General load quantities are also outlined but should be discussed with Ruppert Nurseries prior to order placement. **Please be prepared with a crew and machine(s) to unload your order when it arrives.** Our delivery trucks are unequipped to unload.

Caliper	Height	Ball Size	Ball W x H	Weight	Tractor Trailer Load	Ruppert Truck Load
-	4'	24"	24" x 22"	-	70-80	25-30
-	5'	26"	26" x 24"	380 lb.	70-80	25-30
2.0"	6'	28"	28" x 24"	-	65-70	20-25
2.5"	8'	30"	30" x 24"	520 lb.	55-60	15-18
3.0"	10'	32"	32" x 24"	690 lb.	40-45	12-15
3.5"	12'	36"	36" x 26"	800 lb.	25-35	10-12
4.0"	14'	42"	42" x 28"	1500 lb.	20-25	8-10
4.5"	16'	52"	52" x 30"	3000 lb.	15-20	5-7
5.0"	-	54"	54" x 30"	3500 lb.	12-15	4-5
6.0"	18'	65"	65" x 36"	6000 lb.	6	2
7.0"	20'	72"	72" x 44"	7000 lb.	4-5	1
-	22'	80"	80" x 44"	8000 lb.	4	0
8.0"	24'	80"	80" x 44"	8000 lb.	3	0
9.0"	26'	90"	90" x 54"	9000 lb.	2	0
10-11.0"	28'	100"	100" x 60"	15000 lb	1	0