



## Policies and Procedures

- **ALL CUSTOMERS MUST SIGN IN BEFORE ENTERING THE GREENHOUSE.**
- **\$100 MINIMUM PURCHASE.** All items must be purchased will be processed on a single invoice. Subtotals and splitting of orders is not permitted.
- All transactions are strictly wholesale. We must verify and maintain a copy of your current **Retail Sales Tax Certificate** or **Landscape/Nursery Dealers License** within your file.
- All purchases must be made by **COMPANY CHECK, CASH or CREDIT CARD.** We accept MasterCard, Visa & American Express. No personal checks are accepted. Net terms are only available after approval of a credit application (approximately 2-4 week processing time).
- **Please keep the following in mind while visiting the greenhouse:**
  - Please wear appropriate clothing. All shoes should have covered toe and heel. There can be dramatic temperature differences throughout the areas of the greenhouse.
  - Please limited groups to 4 persons or less. No persons under 12 years of age.
  - Heartland Growers is a smoke free environment. Smoking is only permitted in the parking areas outside.
  - Please make use of our carts to assist with your purchase. Organize all products on the cart to assist with a quick and accurate check-out process. Please do not block aisles or doorways with carts as you shop. Be aware of all obstacles throughout the greenhouse including over-head water lines and hanging plants in our corridors.
  - All products must be pulled and loaded by the customer at time of purchase. Due to the perishable nature of our product, we will not hold or allow pre-payment for product.
- **Please do not remove product from any cart within the greenhouse.** Sleeved product is pulled for another customer and is being prepared for shipment.
- **Heartland Growers reserves the right to limit availability of any item based on the demands of our business.** Customers are welcome to browse the entire facility, but all purchases must be selected out of our Customer Showcase area unless otherwise specified.
- **Greenhouse employees do not have pricing and availability information.** Please see a member of our sales staff for accurate pricing and availability.

Thank you for choosing Heartland Growers for all of your planting needs.  
We look forward to serving you for many years to come!!!



## Customer Application

Qualified buyers must fall within the following criteria:

- Retailer, Wholesaler or Manufacturer with State Tax Exempt status
- Non-profit Organizations with State Tax Exempt status
- Landscaper or Nursery Dealer with State Issued License

**\*\*We require a copy of your state issued Tax License be kept on file at all times.  
We are not allowed to complete transactions without the license on file\*\***

Please complete the following information to begin the customer application process. When submitting an application, please include all other requested documentation. Please also notice the customer purchasing guidelines located on the previous page for additional terms and conditions to purchasing.

Business Name: \_\_\_\_\_

Main Purchasing Agent: \_\_\_\_\_ Type of Business: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Tax Documentation Number/Type: \_\_\_\_\_

Authorized Buyers (Max of 4 per Business): \_\_\_\_\_

1. \_\_\_\_\_ 2. \_\_\_\_\_

3. \_\_\_\_\_ 4. \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_