

## **Online Store Policies & Procedures**

Please take time to read through our Online Store Policies & Procedures.

**You must be involved in the landscape trade in order to apply for access to our online store.** Because we are a wholesale business and respect the relationship with our professional customers, we do not allow access to our online store without a USERNAME and PASSWORD. If you don't have one, please apply for it here.

**We will source any plant regardless of whether it is listed on our website.** Devil Mountain is a brokerage and as such has an ever-changing inventory. We buy from nurseries all over California and Oregon and receive plants every day of the week, all year round. Our inventory changes drastically throughout any given week. If you'd like a plant that isn't listed in-stock, please call our sales department and we'll do our best to get it to you as soon as possible!

**All prices are subject to change.** Any price of \$.01 will be determined once the item is special ordered. As a brokerage we order from a multitude of sources, and at times our prices vary greatly. Additionally, prices may vary depending on season.

**Placing an order on our website is not a guarantee of availability.** You will be contacted by a salesperson within 24 hours of placing your order to discuss any further issues and arrange for payment. Because of the perishable nature of our products, and the personal service we provide, we do not take payment online and placing an order does not guarantee availability of plant material. We prefer to speak with you before making will call or delivery arrangements.

**We are not able to process estimates online.** However, if you would like to place an order on our website and clearly mark "ESTIMATE ONLY" in the comment line upon checkout, we can switch the order to an estimate once it has been submitted. That way, we will not assemble a plant list unnecessarily, but still save and maintain the estimate under your account.