

OUR AMERICAN ROOTS – WHOLESALE & BROKER DIVISION

TERMS AND CONDITIONS

Minimum Order Quantities:

We sell in full box quantities only; minimum order 1 box. No mixing varieties or sizes to arrive at full box quantities. On our availability list there is a column heading “per/box” which lists the Full Box increments which must be ordered. Quantities vary from as little as 50 Peony roots of 3/5 eye size to as much as 1300 Crocosmia 8/10cm size.

Crop Year and Shipping Season:

Price lists for both Fall 24 and Spring 25 is for crop grown during the growing season of 2024, harvested for shipping Summer/Fall 24 and Spring 25.

Availability Dates:

Hemerocallis (Dormant, Winter Dug): Week 6 – Week 26

Hosta (Dormant, Winter Dug): Week 6 – Week 26

Hemerocallis & Hosta (Fresh Dug, Summer): Week 33

Peonies (Fall Dug): Fall Shipping: Week 37 – Week 21, Spring Shipping: Week 3 – Week 21

Crocosmia: Week 7 – Week 21

*Fresh Dug Hosta and Hemerocallis for Summer: We custom dig for orders and have 1 ship date: week 33. For Fresh Dug Hosta we offer 2 sizes; the harvest yields both sizes. Fresh Dug Hosta and hemerocallis divisions cannot be stored until Spring. For larger orders, we may require you order a combination of sizes or we cannot accept your order.

Shipping box dimensions and weights:

Box size: 24” x 15” x 9”

Pallet Size: 48” x 40” x 6”

Average box weight:

Crocosmia: 35-45 lbs

Hemerocallis / Hosta: 20-25 lbs

Peonies: 25-35 lbs

Winter Pack Charges: \$2/box shipping weeks 3-11

Shipping Method:

Our primary methods of shipping are UPS Ground, and LTL by truck. Shipping method is determined by the destination, amount of boxes and weight of the shipment. Customers may arrange their own freight.

Order Cut Off Day: End of Day Wednesday for next week shipping; except for Fresh Dug Hosta and Hemerocallis, cutoff is End of Day Friday 2 weeks prior to shipping week.

Cancellation Policy: Small Orders 4 weeks. For large or custom orders no cancellation accepted.

Claims (product / growing): We strive to ensure every product we supply is of the upmost quality. If you ever have any problem with a product you are growing, we would very much like to know.

Please send us a photo by email to custserv@ouramericanroots.com with a brief description of the problem as soon as you become aware of any issues.

Claims (transport): Claims for transport damage must be filed within 48 hours of receipt of shipment. Any claims for damage in transport must be noted on the bill of lading at the time the product is received at your facility. ***Photographs of the damage are also required.***

ANY CLAIMS FOR DAMAGE IN TRANSPORT NOT NOTED ON THE BILL OF LADING & PHOTOGRAPHED VOIDS ANY DAMAGE CLAIMS WE CAN MAKE TO THE CARRIER AND WE WILL BE UNABLE TO PROCESS YOUR CLAIM.