

# Mail Order Information

Fraser's Thimble Farm 175 Arbutus Rd. Salt Spring Island. B.C. V8K 1A3

## Read this page before you order

**PLANTS:** Only plants in the following pots can be shipped: 10cm, 11cm, 1gal, 2gal. The larger sizes can usually be shipped but special arrangements must be made, contact us. All plants are pot grown and are shipped bare-root or with plastic bag replacing the pot to reduce shipping costs.

**Substitutions:** We will not substitute plants unless you have noted preferred substitutes on the order. We offer refunds as a credit on future orders (sometimes as a cash refund); please note your preference on the order form. We appreciate a list of substitutions especially if you're paying by cheque.

**Plant Availability:** We ship on a first-come, first-served basis, so we cannot guarantee that all the plants listed in catalogue will be available at all times. If we state Fall 2017 or May 15<sup>th</sup> 2017, that is the first date we expect that plant to be available, so please don't order a plant that is not ready before your shipping date; put it on a new order.

**Shipping:** We ship via Expedited or Express Post from mid-September through to the end of May and later if the weather permits. We will ship during the winter when weather permits (early November to about Dec. 20th. then again starting early in February onward). We have tried to ship in late May and later but the plants are too advanced by this time. Orders without phone numbers will be held until you contact us to provide a phone number.

**Guarantee:** We ship healthy, true to name plants usually on Mondays or Tuesdays each week during spring and fall. However, our quality guarantee expires after the plants have been in transit to you for more than four days. Claims due to our error must be made immediately, if valid will be dealt with as a credit towards your next order.

**Back Orders:** We are unable to process back orders. Please reorder.

**Confirmation:** We do not send out Confirmations. We suggest you make a copy of your order if you need to look at it before your plants arrive. We will phone you if you indicate you want a confirmation on your order form to let you know we received your order. Sometimes plant availability cannot be determined until very close to your requested shipping date.

### How to Order:

**A:** You can mail in your order

**B:** You can fax your order to us at (250)-537-5788.

**C:** You can E-mail it to us at [thimfarm@telus.net](mailto:thimfarm@telus.net). Mark your e-mail as '**Order**' so we know yours is an important email. We only check our email 3-4 times per week, we have found this a somewhat unreliable service so we will try to respond with a simple **received** message to every email within 3-4 days so you know we actually got your message (we cannot guarantee that there is security for credit card # etc). Do not send your order as an attachment! Due to the number of viruses sent to us this year, we generally don't open them any more.

**D:** you can A, B or C the order for pick up at the Nursery. If you do this please give us the date you will pick up the order so we can make sure we have it in stock. Please make sure, if you are picking up your order, that we actually receive it ahead of time if you want it pulled for you. We encourage you to browse through the Nursery and look at the thousands of plant we don't list in the catalogue.

**E:** Phone orders. **We do not take phone orders.** If you want to check on a plants availability, please phone us, we are practically attached to cordless phones throughout the Spring but we do not have an office staff and are rarely inside when you call. We don't mind phone calls. If you hear a fax tone, it means we are out of phone range at the moment, so please try again in a few minutes.

**U.S Customers and Orders:** We ship to all of the Continental US. All prices are in US funds for US customers. The difference in exchange helps cover some of the extra costs for export orders such as brokerage, duty and transport over the border. We expect to do U.S. orders every 4 weeks in Spring and Fall this year. We may increase the frequency depending on demand. Every order to the US requires a Phytosanitary Certificate, which is \$17.00 and usually this is the only extra cost. However, if you order any of the plants covered under C.I.T.E.S (Orchids, Tree Ferns, Cyclamen, Sarracenas, Galanthus etc.), which control the movement of endangered species we have to get, and charge for a C.I.T.E.S certificate(\$7.00). **The minimum order for shipments to the US is \$50.00 worth of plants.** For those who want to visit the nursery and pick up an order, give us your order at least a week ahead of time so we can get the necessary documents in order. **U.S. orders must have a contact phone number.**

# Mail Order Information

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<b>Shipping &amp; Handling Charges</b>			
<b>Number of plants</b>	<b>B.C &amp; Alberta</b>	<b>Man. And Sask.</b>	<b>Rest of canada &amp;U.S.A</b>
1-10	\$16.50	\$19.50	\$24.00
11-25	\$19.50	\$24.00	\$28.00
26-35	\$24.00	\$28.00	\$32.00
36-45	\$28.00	\$32.00	\$36.00
46-60	\$32.00	\$36.00	\$40.00
61-75	\$36.00	\$40.00	\$44.00
Add \$15.00 for Air or Express post Recommend for Eastern Orders Required for USA		Inspected By ( Office use only)	

To calculate shipping charges select the number of plants in your order on the left and move to the right until you line up with your area and that is your shipping charge

Shipping: Due to mail order volume, after March 3rd, we are unable to accept more orders for spring shipping. Orders received prior to this will be shipped this spring as scheduled. The exception would be orders for Japanese Hepaticas and Cypripediums. We are open 7 days a week at the nursery, so please come visit us if you're able. We're happy to take orders for pick up at the nursery. We are now taking orders to be shipped in the Fall.

Fraser's Thimble Farm  
175 Arbutus Rd. Salt Spring Island. B.C. V8K 1A3 Phone and Fax 1-250-537-5788

Name \_\_\_\_\_ Province or State \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Postal code or ZIP \_\_\_\_\_ Phone Number \_\_\_\_\_

**DATE ORDERED** \_\_\_\_\_ **Preferred Shipping Date:** \_\_\_\_\_ **Phone confirmation YES/NO**

Email address \_\_\_\_\_ (Print clearly) email me new plants when available YES/NO

We will try and ship the week you request however it is not always possible. If you don't care mark best week down but please include a not before date. (The earliest you feel you can deal with your order. If you don't we will ship your order at our convenience for example early March)

**Minimum Order:** For shipments within Canada \$35.00 not including shipping cost. For shipments within the U.S.A \$50.00 not including shipping handling, phyto etc. Overseas orders contact us directly.

Plant Name please use full Latin Name	Number of plants	Price per plant	Total Cost	Office use only

<b>Payment Terms</b> Cheque-Visa-Mastercard-Money order Please circle one  Card Number	<b>Subtotal</b>		<b>Shipping &amp; Handling Charges</b>			
	Shipping & Handling		<b>Number of plants</b>	<b>B.C &amp; Alberta</b>	<b>Man. And Sask.</b>	<b>Rest of canada &amp;U.S.A</b>
	Subtotal					
	5%G.S.T (AB, MB, NWT,		1-10	\$16.50	\$19.50	\$24.00

_____ / _____ / _____ / _____	PEI, QC, SK, YK,)		11-25	\$19.50	\$24.00	\$28.00
Exp date _____ / _____	BC( 5%GSTplus 7%PST) 13% H.S.T ( ON, NFLD,NB)		26-35	\$24.00	\$28.00	\$32.00
CVV _____ 3to4 digit security code on back of card	15% H.S.T (NS only)		36-45	\$28.00	\$32.00	\$36.00
Name on Card _____	Add \$15.00 for Air or Express post shipping (Canada & U.S.A)		46-60	\$32.00	\$36.00	\$40.00
Signature _____	Phytosanitary Certificate (U.S. shipments only)\$17.00 And \$7.00 for CITES if needed		61-75	\$36.00	\$40.00	\$44.00
<b>Please Print Clearly</b> Note: Do not pay with a card that will expire before your shipping date. Card will be charged at time of shipping.	Grand Total		Add \$15.00 for Air or Express post Recommend for Eastern Orders Required for USA		Inspected By	

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Name \_\_\_\_\_ Province or State \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Postal code or ZIP \_\_\_\_\_ Phone Number \_\_\_\_\_

**DATE ORDERED** \_\_\_\_\_ **Preferred Shipping Date:** \_\_\_\_\_ **Phone confirmation YES/NO**

Email address \_\_\_\_\_ (Print clearly) email me new plants when available YES/NO

We will try and ship the week you request however it is not always possible. If you don't care mark best week down but please include a not before date. (The earliest you feel you can deal with your order. If you don't we will ship your order at our convenience for example early March)

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Plant Name please use full Latin Name		Number of plants	Price per plant	Total Cost	Office use only
<b>Payment Terms</b>		<b>Subtotal</b>		<b>Shipping &amp; Handling Charges</b>	
Cheque-Visa-Mastercard-Money order		Shipping & Handling		<b>Number</b>	



Fraser's Thimble Farm

Sub Total from page one				

<p align="center"><b>Payment Terms</b></p> <p>Cheque-Visa-Mastercard-Money order Please circle one</p> <p>Card Number _____/_____/_____/_____</p> <p>Exp date ____/____/____</p> <p>CVV _____ 3to4 digit security code on back of card</p> <p>Name on Card _____</p> <p>Signature _____</p> <p><b>Please Print Clearly</b></p> <p>Note: Do not pay with a card that will expire before your shipping date. Card will be charged at time of shipping.</p>	Subtotal	<b>Shipping &amp; Handling Charges</b>			
	Shipping & Handling	Number of plants	B.C & Alberta	Man. And Sask.	Rest of canada &U.S.A
Subtotal	1-10				
5%G.S.T (AB, MB, NWT, PEI, QC, SK, YK)	11-25	\$19.50	\$24.00	\$28.00	
BC( 5%GSTplus 7%PST)	26-35	\$24.00	\$28.00	\$32.00	
13% H.S.T ( ON, NFLD,NB)	36-45	\$28.00	\$32.00	\$36.00	
15% H.S.T (NS only)	46-60	\$32.00	\$36.00	\$40.00	
Add \$15.00 for Air or Express post shipping (Canada & U.S.A)	61-75	\$36.00	\$40.00	\$44.00	
Phytosanitary Certificate (U.S. shipments only)\$17.00 And \$7.00 for CITES if needed (U.S. shipments only)	Add \$15.00 for Air or Express post Recommend for Eastern Orders Required for USA			Inspected By	
Grand Total					