

Wholesale Terms of Service

New England Bonsai maintains distinct pricing for both retail and wholesale. Wholesale pricing is intended for resellers only. It is our intent to restrict wholesale pricing to resellers only.

Order Minimums:

Minimum Order Requirements for Wholesale Purchasing is \$500. This can include a mixed selection of bonsai trees and hard goods, such as tools, fertilizer. Etc. If you are only purchasing Lucky Bamboo, the minimums are \$200.

APPROVED COMMERCIAL CUSTOMERS

You Must be a Registered Business with a Sales Certificate to qualify as a Wholesale Customer. Our customers include Garden Centers, Event Specialists, Designers, Architects, Colleges, and Arboretums. We require proper documentation to ensure you are in the trade. We DO NOT sell to Big Box Stores.

AUTHORIZED PURCHASERS ON YOUR ACCOUNT

Your Wholesale Purchasing account is for business, not personal use only.

SPECIAL ORDERS

30% of our orders are "special orders". If you don't find what you are looking for send us an email. We will try our best to accommodate your requests.

We're also a direct importer. We've imported ceramic statues, rain chains, etc. Special Orders are Welcomed.

Shipping & Delivery

We charge you what the carrier charges us. And we primarily deliver via UPS and LTL. If you have a broker you prefer to work with, please let us know in advance.

PAYMENT POLICY

All sales are COD unless your company has an approved New England Bonsai charge account that is kept current.

- Massachusetts: Don't want to pay sales tax? Send us your ST-2, ST-4, or ST-5 Forms. Sales Tax is added to all orders picked up or delivered within Massachusetts.
- Deliveries made out-of-state will be charged the rate of sales tax for that state. If you have a Sales and Use tax number for the state to which we are delivering and can provide a copy of the certificate for us to put on file, sales tax will not be charged.

We Accepts business checks, money orders, and the following credit cards: VISA, MC, & Discover. All business checks must match the account name on file

ORDER ACCURACY

Our goal is 100% customer satisfaction. But if you've ever had something delivered recently, you know that packages can get bounced around. We pack our items for safe arrival, and if an item arrives damaged, it's on us. We'll either refund, credit, and resend. HOWEVER, you are responsible for noting any hiccups on delivery.

RETURNED ORDERS

We will accept returns, but there is a 15% restocking fee. Material that has been planted cannot be returned. Plants must be healthy and watered.

PURCHASING IN PERSON

It's possible. Let us know when you'd like to visit. Discounts are a little different if you are shopping from our retail shelves. It's generally 20%, but let's talk.