



Rote Greenhouses, Inc.
Wholesale Growers of Quality Foliage Since 1977

Buying Terms

At Rote Greenhouses, we like to keep things growing—including strong working relationships. We believe the best results come when everyone's on the same page, which is why we've outlined the basics: clear and reasonable expectations to help things run smoothly.

1. Required Documents

As a wholesale grower, we're required to have a few things on file before your first order:

- For resellers: a copy of your valid Seller's Permit.
- For out-of-state or non-resale customers: a copy of your License to Sell Nursery Stock Certificate.
- For Proprietorships or partnerships: a signed Personal Guaranty. (Especially helpful now if your terms move beyond COD).

Our New Customer Packet also includes:

- New Customer Information Form
- Resale Certificate (Yes, California requires this in addition to the Seller's Permit—completely filled out keeps CDTFA happy!)
- Shipping Questionnaire (only if you're using a freight carrier—freight coordination isn't our lane. Pun intended.)

Once we've got these squared away, we're ready to go.

2. Order Minimums & Hours

- Order minimums: \$300 for pickups, \$1,000 for deliveries
- Business hours: Monday–Friday, 7:00 AM–4:30 PM (Closed 12:00–12:30 PM)
- Pickup hours: 7:30 AM–4:00 PM

3. Ordering & Cut-Off Times

We send our availability list every Wednesday and expect at least 48 hours' notice to prep your order. Making sure your plants look great and are packed correctly takes time—plus we have two growing grounds to pull plants from. Here are your order cut-off times:

- Monday pickup → Order by Thursday, 4:00 PM
- Tuesday pickup → Order by Friday, 4:00 PM
- Wednesday pickup → Order by Monday, 10:00 AM
- Thursday pickup → Order by Tuesday, 10:00 AM
- Friday pickup → Order by Wednesday, 10:00 AM

4. Rush Orders

Life happens. Running behind? We'll try our best, but a 10% rush fee might apply. Earlier is always better.

5. Demand Management: Rationing & Ratios

A. Peak Season Rationing (March-June)

During peak season, demand can outpace supply. We may ration low-stock items, prioritizing customers who order year-round (especially July–December). This helps ensure continuity and fairness across the board and avoids a total sell-out during the busiest months.

B. Hanging vs. Upright Ratio

Hanging plants are labor-intensive and always in demand. This ratio helps us provide product to everyone in a fair consistent manner.

Orders need follow a 1:2 ratio (hanging:upright) based on dollar value:

- Every \$35 spent on hanging needs \$65 minimum on uprights
- Big order? Let's talk.

6. Delivery Details

Local delivery fees are based on distance and order size:

- Orders over \$1,500: \$1.75 per mile
- Orders under \$1,500:
 - \$15 flat fee for the first 5 miles
 - Plus \$1.75 per mile after 5 miles (Example: 10 miles = \$15 + \$8.75 = \$23.75)
- Orders over \$17,500: Delivery capped at \$150
- Minimum delivery order: \$1,000

Delivery is curbside. Please have someone available to unload and sign off on plant condition and quantities. And just a heads-up—delivery orders must be prepaid. (More on that below.)

7. Shipping Policies

Using a freight carrier? You're in charge of scheduling and coordinating those shipments.

- Rote Greenhouses is not responsible for any shipping issues.
- Customers arrange and pay for their own freight.
- All semi-truck pickups must happen at: 3212 North Twin Oaks Valley Road, San Marcos, CA 92069
Please ensure your carrier knows this.

8. Payment Policies

Let's talk about the not-so-glamorous side of business. Payments matter—they keep everything running as it should. They can also be the trickiest part, so we like to get aligned from the start.

- **All new accounts start on COD (Cash on Delivery):** Think of it as our getting-to-know-you phase. It's a no-fuss way to begin. If things go well and you order regularly, we're happy to consider accepting a check or terms based on history—but no promises upfront.
- **Invoices past 14 days due:** Your account will be paused until payment is received. We're growers, not lenders.
- **All delivery orders must be prepaid:** This keeps our drivers safe and the process clean. If adjustments are needed, we'll resolve them once the delivery team is back at the greenhouse.
- **Credit Limits:** Every account starts with a \$300 credit limit. Increased limits are provided to help with the occasional large order or increase in overall purchasing volume. They are not provided to allow you to indefinitely carry a larger balance. Again, we're growers, not lenders. Please pay any balance down.

- **Late payments strain partnerships:** When you place an order, you agree to the terms we've set together. Our part is to provide healthy, saleable plants—we've done that. When payment doesn't follow, it puts us in a bind—not just waiting, but chasing down money already promised. That's not how reliable partnerships work. Please don't be that customer—kindly pay as was agreed. Accounts 30+ days overdue may incur a 2% monthly finance charge (24% annually), applied retroactively. If the account goes to collections, those costs are also your responsibility.
- **Accepted payment methods:** Cash, Check (with approval), ACH, and Zelle. Payment details are included with your invoice.

If you see a payment snag ahead, let us know before it's an issue. We're not big fans of surprises, but we'd like the opportunity to help if we can.

9. Cancellations, Claims & Returns

Canceled orders pulled from stock? A 50% restocking fee applies. Claims must be made at delivery or pick-up. Once it's signed off, we're out of the picture—weather, transit, and handling are beyond our control. No returns. Once plants leave us, they're yours.

10. Warranties & Guarantees

We don't offer warranties, express or implied. Common names vary. Conditions vary. And plants are, well, living things. We guarantee good, healthy plants at the time they leave our greenhouse—and that's what we stand behind.

11. Price Disclaimer

All prices are subject to change without notice. We do our best to keep things accurate and current.

12. Customer and Employee Relationships

We like to keep things clear, fair, and aboveboard—for everyone. That's why we ask that any personal or romantic relationships between customers and Rote employees be disclosed to management. These things happen, and we don't prohibit them—but they can create real or perceived conflicts of interest, and we need to be able to address that responsibly.

Letting us know gives us the chance to adjust things if needed—to mitigate risk, avoid favoritism (real or imagined), and keep our operations running smoothly. If a relationship isn't disclosed, we may need to change how orders are handled, limit account activity, or take more serious action depending on the circumstances.

Still have questions? Please reach out. We're here to help you have the best buying experience possible—so you can focus on selling great plants and building a business that grows.