

Pre-Pull Reservation Policy

Colesville Nursery appreciates all of our customers and always try to meet their needs. We always keep essentials stocked and do our best to help all of our customers daily. Our Pre-Pull Service is offered to help our customers get the right material reserved ahead of time for simple & timely pick-up. If you would like to use this service please note the following:

- **Retail Orders must meet a minimum of \$250.00 to be placed.**
- **All Orders placed for our Pre-Pull Service will be confirmed to the customer's email on file or one given.**
- **All Confirmed Orders must be picked-up within 2 weeks.**
- **Whoever comes to pick-up the Order in question must have either an electronic or printed version of the Confirmed Order from our confirmation email.**
- **If the Order cannot be picked-up within that 2 week period: you will be given a courtesy call to the number given (or to the one on file for the account) reminding you of your order & requesting a new pick-up date.**
- **The extended pick-up date is allowed up to 1 week from the courtesy call.**
- **We understand that there are multiple factors that can affect your pick-up date! You are always welcome to call us & create an extension on your Order.**
- **If you do not pick-up the Order within the 2 week period or within the 1 week extension period, your order will be re-stocked.**
- **If you have prior knowledge that the Order you wish to request cannot be picked-up within these terms, please wait & place the Order at the appropriate time.**

Our 2 week policy is for all of our customers' benefit. Not only does it create a fair marketplace for all customers who come to our Nursery looking for available plant material, it also helps us keep the plants in better condition. Our loading area is not designed to hold plants for longer than this time period.

Thank you for working with us & your business,

Colesville Nursery