



Pick-Up & Deliveries

(Please keep for your records)

Pick-Up Customers:

It is the customer's duty to disclose to Maple Lane Nursery the manufacturer's maximum recommended weight of the vehicle or trailer being loaded. Maple Lane Nursery is not responsible for damage to any vehicle or trailer caused by the weight of the product being loaded and picked up. Customers assume all risks, damages, or fines, as a result of any loading in excess of the manufacturer's maximum recommended weight.

Customers picking up their material must supply their own tarps to avoid drying the plant material. Nursery stock transported without adequate protection upon leaving will not be considered for a claim. It will be noted on the signed invoice if a tarp is not used. Tarps are available for purchase in the office.

Loading procedure:

Pick-Up customers shall park the vehicle and/or trailer at the designated loading area and shall not remain in the vehicle during loading under any circumstances. Maple Lane Nursery reserves the right to refuse to load larger materials (B&B, large pots, etc.) into cars, SUVs, or inappropriate sized vehicles.

Deliveries:

We offer delivery to the New England region. Minimums vary according to the location and size of the order. Charges for delivery are calculated based on the size of the order plus distance to travel. All delivery charges must be paid C.O.D. All claims for shortages must be noted on the receiving paperwork and signed by both the customer and driver. All claims for shortages must be made in writing within 5 days of delivery date. The customer is required to have sufficient help and/or proper equipment to unload.

