

Frequently Asked Questions



Please Read Carefully Before Ordering

How & when do I order?

Seedlings can be ordered now through **March 16, 2012**. You can either mail in your order form and payment or you can place your order in person at the District office. Online ordering is not available at this time, though you can complete your order form online and mail it in to the office. No faxed orders. Orders will not be processed without payment. Quantities are limited and orders are filled as they are received.

How do I receive my seedlings?

We do not ship seedlings. You **must** pick up your seedlings during the two distribution days of **Friday, April 6 (8a-5p)** and **Saturday, April 7 (9a-3p)**. Early and late pickups are not allowed due to the availability of seedlings and the cost of seedling storage. Orders not picked up will be used by the District for various planting projects and any payment will be forfeited.

What payment methods do you accept?

We only accept cash or checks. We do not accept debit or credit card payments- this applies to both pre-orders and to the distribution days. Please remember to add 8.7% Washington Sales Tax to your totals. **If you are tax-exempt, a copy of your Reseller's Permit must be included with your order;** we can no longer just accept your Tax Identification Number.

Why don't you accept credit/debit cards or online orders?

While we understand that accepting credit cards and/or online orders would be convenient to our customers, we are not a retail operation and only hold our tree sale for a few months a year, thus the system needed to facilitate accepting credit cards and online orders is not cost feasible for us at this time. You *are* able to go online and view pictures of the available species and complete the online order form, which will you mail back to the office with your deposit.

How big are the seedlings at the time of distribution?

The bareroot seedlings range in size from 3-24" tall, and unless otherwise indicated, are not potted and come in minimum bundles of five (5). Please call the District office if you have any questions about the seedlings. ***Please see the picture on page 4.*** Reforestation trees (**page 10**) are also available as Plug 1s, in minimum quantities of 100. Plug 1s are only available in the three reforestation species.

What happens if my trees or shrubs die?

Due to environmental and other factors beyond our control, the District does not offer a guarantee on the survivability of the seedlings we sell, therefore refunds and/or rain checks will not be granted. If you have specific questions or concerns about your trees or shrubs, please call our Forestry department at 509-535-7274. Planting tips will be available during the distribution days, and our Forestry staff is always available to share their expertise.

How do I cancel an order?

Cancellations must be made prior to March 16, 2012, otherwise the deposit will be forfeited. To cancel an order, please call the District office at 509-535-7274 or e-mail Rachel-Rooks@sccd.org.

How do I know that I will receive the species that I order?

You will receive a order confirmation/invoice one-two weeks prior to the distribution days; you can request a confirmation anytime after you have placed your order by calling or e-mailing Rachel Rooks (see above). Please contact the District as soon as possible if you notice an error on the invoice, and bring the invoice with you to collect your trees. Due to factors beyond our control, there may be instances when a certain ordered species becomes unavailable. In this case, the District will make every possible attempt to contact you to notify you of your options. **You will not be charged for seedlings you do not receive.**

Sale Information



You've placed your order... now what?

You will not receive an invoice/receipt from us until approximately one-two weeks before the distribution days in April. If you have any questions regarding your order, feel free to contact Rachel at 509-535-7274 or Rachel-Rooks@sccd.org.

The invoice you receive will list all of the species you have ordered, will tell you what you have paid, and will remind you of the balance due, if any. An invoice can be requested anytime after you place your order by contacting Rachel.

Please bring that invoice with you when you come to pick up your trees, and if you owe money, please be prepared to pay the balance with **cash or check**. You can also purchase any surplus stock while you're at the District.

To pick up your seedlings, you'll come to the District office at 210 N. Havana St. The sale is held in the garage.

Due to seedling availability, **early & late pickups are not allowed**

Mark Your Calendar!



These are the **only** days/times to pick up seedlings

Map to 210 North Havana Street

Southwest corner of the Spokane Fairgrounds/Avista Stadium



Enter the SCD parking lot by taking the first right after crossing the railroad tracks off the corner of Sprague and Havana

2012 Distribution Days & Surplus Sale

Friday, April 6
8:00am-5:00pm

Saturday, April 7
9:00am-3:00pm

What if you decide you want to buy more seedlings? What if you miss the order deadline? What if you have a friend who also wants to buy trees and shrubs?

The answer to all these questions is the **Surplus Sale!**

Any trees & shrubs that were not sold before the order deadline will be available to purchase during the two distribution days in the SCD garage. Not all species will be available as surplus as we often sell out of several species by the order deadline. **We cannot provide information as to what may or may not be available at the surplus sale. You will need to come and see!**

All surplus stock is:

- » Only available on the two distribution days listed above
- » Available on a first-come, first-served basis. When it's gone, it's gone
- » Sold at the same pricing and in the same quantities as listed in this brochure
- » **Payable by check or cash only**