



Customer Name: _____

2024-2025 Winter Plant Care Guidelines and Guarantees

1. Plants submitted for storage must be healthy. These plants will be returned upon completion of the storage period in the same or better condition than received. Bayport Flower Houses, Inc. reserves the right to deny storage of any plant which is diseased or infested or in such poor health that it is beyond recovery or jeopardizes the other plants in storage.
2. The maximum plant storage period covered by the posted fee schedule is 9 months, there is no rate reduction for storage periods less than 9 months and for terms longer than 9 months those rates will be quoted on a per occurrence basis.
3. Plants that are not eligible for storage are any plant that presents a health risk to our staff...such as certain cactus, screw pines, etc. In addition, certain plants are known to suffer greatly from transition and/or winter growing conditions such as certain palms, aralias, and bananas etc...these plants will be accepted on **limited bases**...and expected storage results discussed. All annual under planting that might harbor insects and disease will be removed.
4. Bayport Flower Houses is not responsible for the condition of pots. If a pot is valuable, we recommend that the plant be removed from the pot and placed in a utility pot for storage. We value each customer and strive to earn your repeat business. Due to the age of pots, heavy weights of some plants and the difficult handling, some pots will crack or break. We endeavor to handle all pots and plants with great care. **We will work with the customer to provide replacement pots at cost, but we are not liable for any costs associated with the replacement of these pots.**
5. Due to the variable nature of plant care prior to storage and the difficult conditions of winter plant care there is occasionally a plant health decline. Any customer whose plant either dies or declines during the storage period will receive **either a refund of the storage fees associated with the plant or a suitable, mutually agreed upon replacement.** The decision to refund or replace is solely that of Bayport Flower Houses. Please note that pictures are required for refunds.
6. Pickup and delivery are available; please contact us for a quote. Please feel free to send pictures and measurements to John at PlantSupport@BayportFlower.com to get information on the feasibility of storage and pricing. If you have any care or maintenance questions regarding your plants, please feel free to contact us.
7. **The balance of all storage fees is payable within the first 10 days of the storage period/invoice notice. The failure to pay the remaining balance within the required time period will render this agreement null and void and those plants will be removed from the heated storage and made available for the customer to pickup in our unheated holding house.**
8. The return of this agreement with your signed acknowledgement is mandatory before plants will be entered into the program.

Agreed and Accepted: X _____ Date _____

Contact Phone: _____ Contact Email: _____

Phone (631) 472-0014 or 1-800-729-0822 Fax (631) 472-3136
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