

# Dentoom's Greenhouses

## Customer Information 2009/2010

### How to Order

- Complete your orders on the form provided. Be sure to include all customer information including name, address, shipping details, and shipping weeks.
- Please indicate desired shipping dates by week number rather than date. Please see the back page for ship weeks.
- Telephone, fax, or email your orders to Dentoom's or your favorite plant broker. If you have not received a confirmation within 2 weeks, please call to ensure that we did receive your order. Orders that have not been confirmed may not be filled.
- At least 8 weeks lead-time is required to ensure plant availability. Please follow the Cut-off Schedule.
- All orders are custom propagated, please allow at least 4 weeks for cancellation.
- Cancellations will not be accepted after Wednesday of the week prior to shipping.
- All new customers must place their order through a broker. The following is a list of brokers that deal with Dentoom's Greenhouses:

Aris Horticultural Services (Formerly Yoder Canada)	1-519-326-6121
Ball Superior	1-800-879-BALL (2255)
Crofton Grower Services Ltd.	1-800-498-7403/1-604-946-5641
Jack Van Klaveren Ltd. (JVK)	1-800-665-1642
Northern Innovators Inc.	1-604-533-8855
Paridon Horticultural Ltd.	1-800-586-5236
Stokes Seeds Ltd.	1-877-263-7233
Vanhof and Blokker Ltd.	1-800-387-2852
- All existing broker customers must order from a broker.
- GreenFuse Botanicals and Oglevee varieties are JVK exclusive and can only be ordered from JVK, Crofton, or Dentoom's.
- If you have questions about your order, please contact your broker first.
- All varieties are subject to availability of stock and seed quality.

### How to Order - Availability Orders

- Plant availability will be posted on our live website at [www.dentooms.com](http://www.dentooms.com), under Professional Growers. Orders can be placed online for shipping the following weeks.
- Availability orders may be taken up to the time of shipping, any orders not processed prior to shipping will ship the following week.
- How to use Online Availability
  - Go to Dentoom's website [www.dentooms.com](http://www.dentooms.com)
  - Click on "Professional Growers"
  - Click on "Click here for Availability!"
  - To list every plant click on "All"
  - For each week the plant is available there will be a box followed by the number of trays
  - Enter the number of trays in the box for the week you want them shipped
  - Click "Proceed"
  - Enter your customer information as required
  - Click "Place Order"
  - You and Dentoom's will receive an email listing of what you have ordered.
  - Please call us if further direction is needed.

## Packing Information

- 100 trays 4 trays/case
- 70 trays 3 trays/case
- 50 trays 3 trays/case
- 18 trays 1 trays/case
- 250 trays 5 trays/case
- Oglevee Ivy Geraniums 3 trays/case
- Oglevee Specialty/Zonal Geraniums 2 trays/case
- Oglevee Solenia Begonias 3 trays/case
- Dracaena
  - Large 200 plants/case
  - Medium 200 plants/case
  - Small 1200 plants/case
- Dentoom's will always pack orders in the most efficient and cost effective manner. Plant heights do vary so it is difficult to predict trays per case until time of shipping.
- All prices include packing/boxing (excluding finished product).
- Case Dimensions 22" X 12" X 20" (3 cu. ft) – Approximate weight 20-25 lbs.
- Tags are shipped with all orders. If Tag Exchange is required or non-patented variety tags are not required please indicate on order.
- Tag Exchange Rules:
  - Applies to Proven Winners or Proven Selections varieties only
  - Minimum 200 plants per variety
  - Plants must be ordered in even numbers (200, 400, 600)
  - The entire order must be tag exchange
  - Customer will receive 40 Proven Winners Hanging Basket Tags and 50 variety specific tags
- No Tag Rules:
  - Only non-patented plant varieties are to be on no tag orders
  - The entire order must be no tags

## Minimums

- Minimum order of 1 full case can include different varieties.
- Minimum order of 1 flat per variety except where noted. Less than 1 case may have a \$25.00 handling charge applied.
- Dracaena are sold by case count only - not tray count.

## Propagation Restrictions

- Propagation of all varieties that are patented or in the process of being patented is strictly prohibited. This applies to all varieties with royalties. Royalty Administration International strictly enforces these restrictions.
- The Proven Winners® Flowering Only Agreement will be sent with each order of Proven Winners® shipped to you. You are legally bound by this document when the box is opened. Each year Royalty Administration International, working on behalf of Proven Winners® and others, visits many Canadian greenhouses searching for indications of illegal propagation. Royalties for Oglevee products are included in the price.

## Shipping Information

Area	Carrier	Shipping Day	Charges
Calgary and Area	Dentoom's Truck Drop Point: Floral Delivery	Monday	Ppd & Chg* to Calgary Collect beyond
Edmonton and Area	Dentoom's Truck Drop Point: Bernard's Transport	Tuesday or Wednesday	Ppd & Chg* to Edmonton Collect beyond
Southern Alberta	MN Express	Monday	Ppd & Chg* to Calgary Collect beyond
Saskatchewan Manitoba	West Coast Floral Drop Points: ▪ Lloydminster – Wickham Lawn & Garden ▪ Saskatoon – United Transfer ▪ Regina – Regina City Warehousing ▪ Brandon – Green Spot ▪ Winnipeg – P.F.M.	Wednesday - leave Alberta ▪ Sask - arrive Thursday ▪ Man - arrive Friday Note: In peak season West Coast Floral will ship alternate weeks to Sask/Man. Check the WCF Shipping Schedule.	Ppd & Chg* to Floral Delivery Edmonton. **Collect beyond
British Columbia	Mainland Floral	Monday - leave Dentoom's GHS	Chg* to broker
Northern British Columbia	Mainland Floral interlined with Clark Freightways	Monday - leave Dentoom's GHS	Ppd & Chg* to broker **Collect beyond
Northern Alberta & British Columbia	Bernards Grand Prairie	Tuesday	Ppd & Chg to Edmonton **Collect beyond
	Rosenau - must have own account	Monday	Chg to Customer only
Airline Shipments	Air Canada ▪ Calgary International Airport ▪ Edmonton International Airport	Monday Tuesday and Wednesday	Ppd & Chg* to airport Ppd on broker account beyond

- \*Ppd & Chg - all prepayments are charged to the customer
- \*\* Collect beyond – All additional freight and direct drop charges will be the responsibility of the customer.
- All shipping is at customers risk.
- All orders F.O.B. Red Deer, Alberta
- It is up to the customer to arrange additional insurance from the shipper.
- If you require a shipping service that is not listed, please provide us with the full name, phone number and address of the carrier along with a completed waybill. We do not ship Loomis, Canada Post, Greyhound, UPS, Purolator, or FedEx.
- We do our best to have each order ready on the requested the ship date. Depending on crop maturity, we reserve the right to ship plants one week earlier or one week later. Due to the vast amount of plant material we grow, occasionally a few trays may not be ready for shipping. Instead of back ordering, we prefer to ship an entire order together. This means that one or two flats may not be fully rooted to our usual standards. We note those flats on the packing slip. If you would prefer to have us backorder, please notify us. We will not accept claims for these items.
- Due to time constraints all boxed orders will be dropped at established drop points/cross-dock locations (listed under the Carrier heading under Shipping Information).
- Dentoom's has a grower truck program for full cart quantities to facilities with heated loading dock facilities located on the Calgary/Edmonton corridor (at Dentoom's discretion, depending on weather conditions).
- Shipping day & delivery day may differ.
- Shipping days are subject to change without notice.

## Customer Pick Ups

- Customers are always welcome at Dentoom's Greenhouses. Orders may be picked up at the Greenhouse on Thursday 10:00 AM to 5:00 PM and Friday 8:00 AM to 5:00 PM.
- Our office staff will contact customers early in the week to set up a pick up time.

## Claims

- All shipping is at Customer Risk Only.
- Customers should inspect the shipment immediately upon arrival, count the number of cases and note any damage.
- If customers are short any cases, or there is damage to cases or plants, it should be noted on the bill of lading.
- Please claim with carrier immediately.
- Dentoom's Greenhouses must be notified within 24 hours of receipt of shipment of any errors in shipping including shortages, overships, or incorrectly shipped plants in order for the claim to be considered.
- Dentoom's Greenhouses must be notified of all quality claims within 24 hours of receipt of shipment. All claims must be accompanied by photos of damaged plant material to be considered.
- Claims shall be limited to the amount of the purchase price only. Dentoom's Greenhouses shall not be liable to purchaser or any other person for consequential or incidental damages.

Dentoom's Greenhouses will not be responsible for any damaged, lost or frozen shipments. Please claim with your carrier immediately. With the exception of Dentoom's truck, all shipping is done at customer risk.

### Contact Information

Phone: 403-309-7700

Fax: 403-309-7701

Email: [sales@dentooms.com](mailto:sales@dentooms.com)

[www.dentooms.com](http://www.dentooms.com)

Should you have any questions or require further information please do not hesitate to contact us.

Yours truly,

John Bouw

Dentoom's Greenhouses

# Shipping Weeks

July 2009

wk	S	M	T	W	T	F	S
27				1	2	3	4
28	5	6	7	8	9	10	11
29	12	13	14	15	16	17	18
30	19	20	21	22	23	24	25
31	26	27	28	29	30	31	

November 2009

wk	S	M	T	W	T	F	S
45	1	2	3	4	5	6	7
46	8	9	10	11	12	13	14
47	15	16	17	18	19	20	21
48	22	23	24	25	26	27	28
49	29	30					

March 2010

wk	S	M	T	W	T	F	S
9		1	2	3	4	5	6
10	7	8	9	10	11	12	13
11	14	15	16	17	18	19	20
12	21	22	23	24	25	26	27
13	28	29	30	31			

August 2009

wk	S	M	T	W	T	F	S
31							1
32	2	3	4	5	6	7	8
33	9	10	11	12	13	14	15
34	16	17	18	19	20	21	22
35	23	24	25	26	27	28	29
36	30	31					

December 2009

wk	S	M	T	W	T	F	S
49			1	2	3	4	5
50	6	7	8	9	10	11	12
51	13	14	15	16	17	18	19
52	20	21	22	23	24	25	26
53	27	28	29	30	31		

April 2010

wk	S	M	T	W	T	F	S
13					1	2	3
14	4	5	6	7	8	9	10
15	11	12	13	14	15	16	17
16	18	19	20	21	22	23	24
17	25	26	27	28	29	30	

September 2009

wk	S	M	T	W	T	F	S
36			1	2	3	4	5
37	6	7	8	9	10	11	12
38	13	14	15	16	17	18	19
39	20	21	22	23	24	25	26
40	27	28	29	30			

January 2010

wk	S	M	T	W	T	F	S
53						1	2
1	3	4	5	6	7	8	9
2	10	11	12	13	14	15	16
3	17	18	19	20	21	22	23
4	24	25	26	27	28	29	30
5	31						

May 2010

wk	S	M	T	W	T	F	S
17							1
18	2	3	4	5	6	7	8
19	9	10	11	12	13	14	15
20	16	17	18	19	20	21	22
21	23	24	25	26	27	28	29
22	30	31					

October 2009

wk	S	M	T	W	T	F	S
40					1	2	3
41	4	5	6	7	8	9	10
42	11	12	13	14	15	16	17
43	18	19	20	21	22	23	24
44	25	26	27	28	29	30	31

February 2010

wk	S	M	T	W	T	F	S
5		1	2	3	4	5	6
6	7	8	9	10	11	12	13
7	14	15	16	17	18	19	20
8	21	22	23	24	25	26	27
9	28						

June 2010

wk	S	M	T	W	T	F	S
22			1	2	3	4	5
23	6	7	8	9	10	11	12
24	13	14	15	16	17	18	19
25	20	21	22	23	24	25	26
26	27	28	29	30			

\* No shipments during Week 52 - 4\*

Plant	Weeks Available
Proven Winners	5 - 17
Proven Selections	5 - 17
Basket Stuffers	5 - 17
Herbs	5 - 17
Abutilon	5 - 15
Begonias	5 - 15
Gerbera Daisies	5 - 15
Primula	5 - 15
Seed Geraniums	5 - 15
Dracaena - Small	32 - 36
Dracaena - Medium	41 - 51
Dracaena - Large	5 - 17
Oglevee Geraniums	5 - 15
Oglevee Solenia Begonias	7 - 15