



## TERMS & CONDITIONS: CALGARY LOCATION ONLY.

Thank you for your order with Blue Grass Nursery, Sod and Garden Centre. We are excited to help you with your upcoming project. Please review the following details regarding your purchase and our next steps:

### **2026 Spring Pre-Book (Trees & Shrubs)**

If your order includes **pre-booked trees or shrubs**, please note that these items are specifically reserved for you and are not available for immediate pickup or delivery.

- **Availability:** Most items typically become available by the **May Long Weekend**, though some varieties may arrive **later in June**.
- **A Note on Nature:** While we work closely with our growers, live product availability is subject to change. In the rare event of a crop failure or quality issue beyond our control, we will notify you as soon as possible and provide **full store credit** toward a beautiful alternative.
- **Commitment & Cancellation:** Once placed, orders are immediately submitted to our suppliers to reserve your stock. For this reason, pre-book orders **cannot be cancelled or refunded**. \* **Store Credit Policy:** We provide **store credit** if you are unable to fulfill your order or if you choose to make changes in-store once items arrive.

### **Sod Orders: Freshness & Seasonal Expectations**

Sod is our most time-sensitive commodity, and its availability is entirely dependent on Mother Nature.

- **The "Green-Up" Process:** Our sod is grown locally and stays in sync with our natural environment. Especially at the start of the season, the grass may not appear "lush green" immediately upon cutting. Rest assured, once it is laid and properly watered, it will wake up and green up beautifully as it settles into your soil.

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- **Scheduling:** We will contact you personally to coordinate delivery or pick-up once we begin cutting for the season.
- **Reminder:** Sod must be laid within 24 hours of delivery, please schedule delivery accordingly.

#### **Soil, Mulch, & Rock Products**

- Our team will contact you personally as soon as your product is ready to ship or be collected to coordinate the specific timing and logistics.

#### **Shipping & Order Accuracy**

- **Address-Based Shipping:** All shipping charges are calculated based on the address provided.
- **Accuracy Review:** We review all orders for accuracy. If there are any discrepancies in the shipping rate or order details, a representative will contact you directly before the shipment commences.
- **Weather Notice:** All delivery dates are subject to change without notice due to weather conditions.

#### **In-Store Pick-Up (Standard Orders)**

- Standard (non-pre-book) orders are typically processed within **48 hours**.
- A representative will contact you personally when your order is ready. Please aim to collect your items within **48 hours** of being contacted. *Note: Orders not collected within this window may not be eligible for refunds.*

**Questions or Concerns?** Please feel free to call your local store directly. We look forward to seeing you soon!