

Order toll free:

800-234-5932

Phone:

541-485-5932

Fax:

541-485-7141

Open Monday - Friday,

8:30 am to 5 pm Pacific Time

Down To Earth Distributors, Inc.

Mailing address:

P.O. Box 1419, Eugene, OR 97440

Shipping address:

3030 Judkins Road, Eugene, OR 97403

Stocking Distributor

As a stocking distributor, we warehouse all of the products shown in this catalog. Our diverse line is shipped from Eugene, Oregon.

Call today

Call or fax your order to purchase from the catalog.

Shop Online!

It's Convenient & Easy

- Call Today to Get Your Secure Login
- New Product Launches
- In-depth Product Information
- View Current Sales
- Updated Pricing
- Closeouts Displayed Exclusively Online
- Place Orders Any Time at Your Convenience

downtoearthdistributors.com

Don't forget to visit our website dedicated to our Down To Earth Premium Natural & Organic Fertilizer

downtoearthfertilizer.com

Sales Policy

Acceptance of Orders

- Possession of a price list does not constitute an offer to sell.
- All accounts must complete a Down To Earth Distributors, Inc. (Down To Earth) Sales Agreement and provide copies of tax exemption and state licenses and/or permits.

Sales Terms: Net 30 Days

- Terms are Net 30 days from Invoice Date. Accounts not paid within terms are subject to a 2% monthly finance charge.
- A Convenience Fee will be charged to use a Credit Card to tender a payment. The Fee is based on the total invoice amount, including freight charges.
- Returned check fee is \$35.00
- Minimum opening order is \$250.00 reorders are \$150.00
- Inactive Accounts: Customer accounts which have been inactive for 12 months or more may be required to re-submit a credit application to re-establish credit.

Shipping Policy

UPS/ FedEx Ground

- All shipments are FOB Eugene, Oregon, USA.
- Please note that certain items in our catalog cannot be shipped UPS/FedEx. These items are marked in the catalog and must be shipped by truck. Contact our sales staff with any questions.
- Your shipping and handling charges will be pre-paid and added to your invoice. Customers will be invoiced for all freight charges unless the customer has requested to use their own carrier and has provided all the account details for that carrier account.
- Down To Earth will not be held responsible for any additional charges incurred as a result of special delivery circumstances, e.g. residential delivery, limited access, inside delivery or lift gate services. Any charges of this nature will be invoiced to the customer's account. Please make your salesperson aware of any unusual delivery options in advance to avoid additional charges.
- It is the responsibility of the customer to file claims for damaged or lost orders on Collect shipments.

LTL/Truckload

- All shipments are FOB Eugene, Oregon, USA.
- If you do not have a preferred carrier, we have obtained large discounts through some carriers, and we are happy to pass these savings onto you. If you have any special requirements, please let us know at the time of order so we may notify the carrier.
- You MUST inspect your shipment for damage BEFORE signing for it.
- Claims for shortages and damages MUST be reported within 7 days.

Down To Earth Truck Service

- We have four, large semi trucks servicing the I-5 and Hwy 101 corridors from Bellingham, WA, to Santa Cruz, CA, with occasional specialty runs. Please call for more details.
- In order to receive freight on our trucks, a larger minimum order and annual minimums are required. Please contact your sales associate for the complete Down To Earth truck run policy for your area. Space limitations may cause some bulk products, such as soil and compost, to have delayed delivery and/or additional freight charges.
- Some bulk products, such as soil and compost, will incur an additional freight charge.

Air Freight/Collect Shipments

- We offer FedEx and UPS shipments to those with immediate needs.
- We are also happy to use your chosen carrier for LTL, FedEx, UPS, etc. Please provide your shipper name and account number to your sales representative at the time of order.

Return Policy

- All returns must be pre-authorized. Items ordered in error are subject to a 15% restock charge and freight charges both ways. Items must be in saleable condition with NO PRICE TAGS.
- Inspection: Visual damage to freight or any discrepancies of product must be reported to Down To Earth at the time of receipt and must be noted on delivery receipt. You must sign for damage on the BOL/delivery receipt in order to get credit.
- Damage claims must be reported within 7 days of shipment receipt. No late claims will be accepted.
- Because much of our merchandise is handcrafted, there are some variations in color, texture and finish, as well as possible slight irregularities. These are not considered flaws.
- Returns must have pre-approval by Down to Earth. The customer is responsible for returning the product in its original condition. Returns must be packed properly in protective packaging. Broken returned items will not receive a credit.
- The Customer may be charged a 15% re-stocking fee plus all freight charges if product is returned without authorization.

Errors

- As all catalogs are subject to misprints and mistakes, we reserve the right to change pricing and make corrections without notice.