



CISTUS NURSERY

22711 NW GILLIHAN ROAD
SAUVIE ISLAND, OR 97231

503.621.2233 PHONE 503.621.9657 FAX

Ordering information

How to order

Orders may be sent by email, phone or fax any time during the office hours listed below as well as by regular mail. A printable order form is available on the Mail Order page for your convenience. For information on plant availability, please call during office hours or send an email to info@cistus.com.

Office Hours: Monday - Saturday, 10am to 5pm Pacific Time

Ordering:

by phone to [+1] 503.621.2233

by fax to [+1] 503.621.9657

by mail to Cistus Nursery
22711 NW Gillihan Road
Sauvie Island, OR 97231

Please be sure to include your shipping address, as well as day time contact information in case we need to get in touch.

Payment by credit card, check, or money order is required in full to ship the plants. We accept credit card orders through Visa, MasterCard, American Express, and Discover.

Substitutes: Since plants can be out of stock or unavailable for a variety of unforeseen reasons, it is to your advantage to list acceptable substitutes, especially given the minimum shipping charge.

Refunds and/or credits: Please indicate on your order whether, in the event that an item and/or its substitute is unavailable, you would prefer a refund by check or credit card, a credit, or to reserve the plant from a future batch.

Guarantees: We guarantee that the plants we ship to you are healthy with strong roots systems. If you have any concerns about the quality of plants you receive, we must be notified by phone, by email, or in writing within 5 days in order to properly address your concerns. Since your satisfaction is our happiness, we welcome the best chance to remedy any problems with plant health and viability.

After 5 days we cannot know the conditions that might have affected the plant, stresses of handling, weather conditions or that playful kitten...Providing you with healthy plant

material is our mission and we trust you to provide the best research, handling, and garden environment to ensure success.

Shipping Information

How, when and where we ship

We ship primarily via UPS. Please contact us if you require shipment via another carrier.

Please allow two weeks for processing your order. Should weather conditions in your part of the world or ours, or other circumstances intervene, we will work with you to confirm the best shipping date. Orders are shipped on Monday and Tuesday. If you have a specific shipping date requirement, please so indicate on your order.

For customers east of the Rocky Mountains, shipping by ground during the winter and summer months is “iffy” at best. We strongly encourage 2nd-day air as we cannot accept responsibility for any damage the plants may suffer in transit by ground during the winter or summer months. If you have any questions or concerns, please contact us and we will work with you to arrive at the best solution.

We ship throughout the United States as well as internationally without problems.

Shipping Restrictions

Each state has its own set of plant restrictions. While we do our best to catch listed plants by referring to our current lists, customers are responsible for knowing the restrictions relevant to their order.

The state of Oregon participates in the USDA Sudden Oak Death Quarantine Program. Cistus Nursery is inspected twice a year and is free of SOD.

We ship international orders bare root, accessing restrictions and regulations through the Oregon Department of Agriculture.

Shipping rates and minimums.

We ship by either UPS ground or UPS 2nd Day Air to the west coast (zip codes greater than 80000), depending on your preference.

By ground, the rates are \$12.00 or 10% of the plant total, whichever is greater.

By air, the rates are \$26.00 or 30% of the plant total, whichever is greater.

We ship by UPS 2nd Day Air for orders east of the Rockies, or, now due to the shipping rate increases, by DHL ground.

By air, the rates are \$32.00, or 35% of the plant total, whichever is greater.

By ground, the rates are \$16.00 or 20% of the plant total, whichever is greater.

Shipping by ground to the east coast generally takes one full week. We recommend requesting a ship date for these orders only during cool weather.

Shipments to Hawaii and Alaska are by DHL 2nd Day Air and are \$38 or 40% of the plant total, whichever is greater.

For special orders of larger plants that are not on our mail order list, we will charge you the shipping rates at cost and a small handling charge, which is unique to each order and varies from very little to hundreds of dollars.

Although we don't have a minimum order policy, we strongly encourage you to be just like us and have little to no self-control when it comes to adding plants to your collection.

For additional ordering information please sent an email to info@cistus.com.

