

# 2025 WHOLESALE ORDER FORM

## DÉCOR

ITEM #	TERRA DÉCOR COLLECTION ITEMS	PCS/UNIT	UNIT COST	UNITS	LINE TOTAL
5001-1012	Small Fern Fiddleheads (\$101.20 per pc)	3	\$303.60		
5001-1013	Medium Fern Fiddleheads (\$127.70 per pc)	3	\$383.10		
5001-1014	Large Fern Fiddleheads (\$152.90 per pc)	3	\$458.70		
5001-1015	Kanok Garden Lanterns (\$52.50 per pc)	4	\$210.00		
5001-1017	Kanok Pedestal (\$57.75 per pc)	4	\$231.00		
5001-1018	Lanna Mosquito Coil Burner (\$12.45/pc)	10	\$124.50		
5001-1019	Dang Birds (\$10.15/pc)	10	\$101.50		
5001-1022	Terra Accent Beads (\$12.25/pc)	10	\$122.50		

#### PLANTERS

ITEM #	TERRA FINA COLLECTION ITEMS	PCS/UNIT	UNIT COST	UNITS	LINE TOTAL
5001-1031	Terra Fina - Basket (\$12.60 per pc)	10	\$126.00		
5001-1033	Terra Fina - Kiss (\$12.60 per pc)	10	\$126.00		
5001-1035	Terra Fina - Small Novo (\$12.60 per pc)	10	\$126.00		
5001-1036	Terra Fina - Large Novo (\$13.60 per pc)	10	\$136.00		
5001-1037	Terra Fina - Gourd (\$14.00 per pc)	10	\$140.00		
5001-1038	Terra Fina - Star (\$14.00 per pc)	10	\$140.00		
5001-1039	Terra Fina - Small Cosmos (\$12.75 per pc)	10	\$127.50		
5001-1040	Terra Fina - Large Cosmos (\$14.35 per pc)	10	\$143.50		
5001-1042	Terra Fina - Jax (\$15.75 per pc)	10	\$157.50		
5001-1043	Terra Fina - Bough (\$15.75 per pc)	10	\$157.50		
5001-1044	Terra Fina - Agave Bowl (\$16.30 per pc)	10	\$163.00		
5001-1045	Terra Fina - Crescent Moon (\$14.00 per pc)	10	\$140.00		
5001-1046	Terra Fina - Picture Perfect (\$14.00 per pc)	10	\$140.00		
ITEM#	ARTISAN PLANTERS ITEMS	PCS/UNIT	UNIT COST	UNITS	LINE TOTAL
5002-1000	Classic Small Cone (\$6.25 per pc)*	10	\$62.50		
5002-1011	Refined Small Cone (\$6.25 per pc)*	10	\$62.50		
5002-1020	Classic Large Cone (\$8.90 per pc)*	10	\$89.00		
5002-1021	Refined Large Cone (\$8.90 per pc)*	10	\$89.00		
5002-1001	Round (\$8.50 per pc)*	10	\$85.00		
5002-1002	Short Taper (\$5.20 per pc)	10	\$52.00		
5002-1003	Tall Taper (\$7.40 per pc)	10	\$74.00		
5002-1004	Pisces Cone (\$9.95 per pc)	10	\$99.50		
5002-1005	Pisces Tall Taper (\$9.95 per pc)	10	\$99.50		
5002-1030	Ventanas Small Orchid Planter (\$4.40 per pc)	10	\$44.00		

#### PLANTERS, CONTINUED

ITEM#	THE ELEMENTAL COLLECTION	PCS/UNIT	UNIT COST	UNITS	LINE TOTAL
5001- 2000	Small Gobi Round Planters (\$12.10 per pc)	10	\$121.00		
5001- 2001	Large Gobi Round Planters (\$15.00 per pc)	10	\$150.00		
5001- 2002	Small Gobi Square Planters (\$12.75 per pc)	10	\$127.50		
5001- 2003	Large Gobi Square Planters (\$15.35 per pc)	10	\$153.50		
5001-2101	Small Dune Planters (\$13.10 per pc)	10	\$131.00		
5001-2102	Large Dune Planters (\$15.55 per pc)	10	\$155.50		
5001-2201	Small Round Saucer (\$1.65 per pc)	10	\$16.50		
5001-2202	Medium Round Saucer (\$1.80 per pc)	10	\$18.00		
5001 <b>-</b> 2203	Large Round Saucer (\$1.95 per pc)	10	\$19.50		
5001-2204	Small Square Saucer (\$1.65 per pc)	10	\$16.50		
5001-2205	Large Square Saucer (\$1.95 per pc)	10	\$19.50		
5001-2207	Glazed Planter Saucer (\$1.75 per pc)	10	\$17.50		
5001-2209	Small Strata Bowl Saucer (\$1.75 per pc)	10	\$17.50		
5001-2210	Large Strata Bowl Saucer (\$2.35 per pc)	10	\$23.50		
5001-2301	Small Strata Bowl (\$12.45 per pc)	10	\$124.50		
5001-2302	Large Strata Bowl (\$16.45 per pc)	10	\$164.50		
5001-2304	Peacock Green Glazed Planter (\$14.45 per pc)	10	\$144.50		
5001-2305	Lapis Blue Glazed Planter (\$14.45 per pc)	10	\$144.50		
5001-2306	Smoke Gray Glazed Planter (\$14.45 per pc)	10	\$144.50		
5001-2307	Spice Orange Glazed Planter (\$14.45 per pc)	10	\$144.50		
ITEM #	THE NATURALS COLLECTION ITEMS**	PCS/UNIT	UNIT COST	UNITS	LINE TOTA
5003-1004	4" Square Teak Vanda Baskets (\$3.80 per pc)	10	\$38.00		
	4" Square Teak Vanda Baskets (\$3.80 per pc) 6" Square Teak Vanda Baskets (\$5.06 per pc)	10	\$38.00 \$50.60		
5003-1004 5003-1005 5003-1006	6" Square Teak Vanda Baskets (\$5.06 per pc)		\$50.60		
5003-1005 5003-1006	6" Square Teak Vanda Baskets (\$5.06 per pc) 8" Square Teak Vanda Baskets (\$5.15 per pc)	10	\$50.60 \$51.50		
5003-1005 5003-1006 5003-1007	6" Square Teak Vanda Baskets (\$5.06 per pc) 8" Square Teak Vanda Baskets (\$5.15 per pc) 10" Square Teak Vanda Baskets (\$6.72 per pc)	10	\$50.60 \$51.50 \$67.20		
5003-1005 5003-1006 5003-1007 5003-1012	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)	10 10	\$50.60 \$51.50 \$67.20 \$89.30		
5003-1005 5003-1006 5003-1007 5003-1012	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)	10 10 10	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00		
5003-1005 5003-1006 5003-1007 5003-1012 5003-1008	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)	10 10 10 10	\$50.60 \$51.50 \$67.20 \$89.30		
5003-1005 5003-1006 5003-1007 5003-1012 5003-1008 5003-1009	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)	10 10 10 10 10	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20		
5003-1005 5003-1006 5003-1007 5003-1012 5003-1008 5003-1009 5003-1010	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)	10 10 10 10 10 10	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20 \$13.70		
5003-1005 5003-1006 5003-1007 5003-1012 5003-1009 5003-1010 5003-1011	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)  Coconut Coir Planter (\$6.83 per pc)	10 10 10 10 10 10 10	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20		
5003-1005 5003-1007 5003-1012 5003-1008 5003-1009 5003-1010 5003-1011 5003-1013	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)  Coconut Coir Planter (\$6.83 per pc)  6" Octagonal Teak Baskets (\$5.36 per pc)	10 10 10 10 10 10 10 10 10 10 10	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20 \$13.70 \$68.30		
5003-1005 5003-1006 5003-1007 5003-1012 5003-1009 5003-1010 5003-1011 5003-1013 5003-1016	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)  Coconut Coir Planter (\$6.83 per pc)	10 10 10 10 10 10 10 10 10 10 10 10 10	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20 \$13.70 \$68.30 \$53.60		
5003-1005 5003-1007 5003-1008 5003-1009 5003-1010 5003-1011 5003-1013 5003-1016 5003-1017	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)  Coconut Coir Planter (\$6.83 per pc)  6" Octagonal Teak Baskets (\$5.36 per pc)  8" Octagonal Teak Baskets (\$6.97 per pc)  10" Octagonal Teak Baskets (\$7.59 per pc)	10 10 10 10 10 10 10 10 10 10 10 10 10 1	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20 \$13.70 \$68.30 \$53.60 \$69.70 \$75.90		
5003-1005 5003-1006 5003-1007 5003-1012 5003-1009 5003-1010 5003-1011 5003-1016 5003-1017 5003-1018	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)  Coconut Coir Planter (\$6.83 per pc)  6" Octagonal Teak Baskets (\$5.36 per pc)  8" Octagonal Teak Baskets (\$6.97 per pc)  10" Octagonal Teak Baskets (\$7.59 per pc)	10 10 10 10 10 10 10 10 10 10 10 10 10 1	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20 \$13.70 \$68.30 \$53.60 \$69.70 \$75.90 \$46.40		
5003-1005 5003-1006 5003-1007 5003-1012 5003-1009 5003-1010 5003-1011 5003-1016 5003-1017 5003-1018	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)  Coconut Coir Planter (\$6.83 per pc)  6" Octagonal Teak Baskets (\$5.36 per pc)  8" Octagonal Teak Baskets (\$6.97 per pc)  10" Octagonal Teak Baskets (\$7.59 per pc)	10 10 10 10 10 10 10 10 10 10 10 10 10 1	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20 \$13.70 \$68.30 \$53.60 \$69.70 \$75.90 \$46.40 \$58.00		
5003-1005 5003-1007 5003-1007 5003-1012 5003-1009 5003-1010 5003-1011 5003-1013 5003-1016 5003-1017 5003-1018	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)  Coconut Coir Planter (\$6.83 per pc)  6" Octagonal Teak Baskets (\$5.36 per pc)  8" Octagonal Teak Baskets (\$6.97 per pc)  10" Octagonal Teak Baskets (\$7.59 per pc)  8" Fern Slat Mount (\$4.64 per pc)  12" Fern Slat Mount (\$5.80 per pc)	10 10 10 10 10 10 10 10 10 10 10 10 10 1	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20 \$13.70 \$68.30 \$53.60 \$69.70 \$75.90 \$46.40 \$58.00	f all Collections	
5003-1005 5003-1007 5003-1007 5003-1012 5003-1009 5003-1010 5003-1011 5003-1016 5003-1017 5003-1018	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)  Coconut Coir Planter (\$6.83 per pc)  6" Octagonal Teak Baskets (\$5.36 per pc)  8" Octagonal Teak Baskets (\$6.97 per pc)  10" Octagonal Teak Baskets (\$7.59 per pc)  8" Fern Slat Mount (\$4.64 per pc)  12" Fern Slat Mount (\$5.80 per pc)	10 10 10 10 10 10 10 10 10 10 10 10 10 1	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20 \$13.70 \$68.30 \$53.60 \$69.70 \$75.90 \$46.40 \$58.00	f all Collections	
	6" Square Teak Vanda Baskets (\$5.06 per pc)  8" Square Teak Vanda Baskets (\$5.15 per pc)  10" Square Teak Vanda Baskets (\$6.72 per pc)  12" Square Teak Vanda Baskets (\$8.93 per pc)  5" Teak Tapered Baskets (\$4.20 per pc)  7" Teak Tapered Baskets (\$5.57 per pc)  9" Teak Tapered Baskets (\$6.32 per pc)  Four-Wire Basket Hanger (\$1.37 per pc)  Coconut Coir Planter (\$6.83 per pc)  6" Octagonal Teak Baskets (\$5.36 per pc)  8" Octagonal Teak Baskets (\$6.97 per pc)  10" Octagonal Teak Baskets (\$7.59 per pc)  8" Fern Slat Mount (\$4.64 per pc)  12" Fern Slat Mount (\$5.80 per pc)	10 10 10 10 10 10 10 10 10 10 10 10 10 1	\$50.60 \$51.50 \$67.20 \$89.30 \$42.00 \$55.70 \$63.20 \$13.70 \$68.30 \$53.60 \$69.70 \$75.90 \$46.40 \$58.00  Subtotal of	f all Collections	

<sup>\*</sup> Saucers sold separately for all Elemental Planters. \*\* Three-wire hanger included with each Round and Cone Artisan Planter, Coconut Coir Planter, and Pisces Large Cone Planter.

\*\*\* Wire hangers are not included with Teakwood Orchid Baskets. Hangers may be purchased separately. \*\*\*\* Additional charges apply for rural or remote destinations, delivery appointments, limited access, carrier terminals & distribution centers as determined by freight company. Delivery destinations requiring ferry service or to islands will incur additional charges. These additional charges are due and payable either when invoiced to buyer before order shipping or upon invoicing to buyer once final freight charges are issued by carrier.

## COMPANY/BILLING INFORMATION

Company		PO #	
Contact Name			
Website			
Email			
Phone			
State Tax ID #	EIN #		
Shipping Address(Commercial destinations only, no residential addresses accep	ted)		
City/State/Zip			
Name on Credit Card			
Credit Card # (Visa or MC only; no AMX or Paypal)		Exp Date	CVV
☐ Credit Card Billing Address same as Shipping Addre	ess		
Credit Card Billing Address (if different from shipping	address)		
Billing Address			
Cardholder Name			
City/State/Zip			

#### **WAYS TO ORDER:**

Email to info@biggrassliving.com; OR Fax to 210.735.7994; OR scan the QR code; OR online at www.biggrassliving.com/garden-retailers-and-growers



LINK TO DIGITAL ORDER FORM



LINK TO CATALOG



637 West Hildebrand Ave San Antonio, TX 210.735.7999 info@biggrassliving.com biggrassliving.com



### TERMS & CONDITIONS

Please read and check box on the order form, confirming your acceptance when submitting your order. We're here to help: Contact us at 210.735,7999 or info@biggrassliving.com.

**REGISTRATION AND ORDERS:** To set up your Big Grass wholesale account and to place your order, please register at www.biggrassliving.com/garden-retailers-and-growers. You may also register by completing your order form online. Email it to info@biggrassliving.com or fax to 210.735,7994.

SHIPPING COST: 20% for orders \$1250 - \$2999; 15% for orders \$3000 and above. Some exceptions apply; see freight charges details below.

MINIMUM ORDERS AND REORDERS: \$1250. Minimum quantities apply to a single product size or design unless otherwise specified in the product catalog. Quantity rules and minimums apply to each delivery destination. Sorry, no split orders. *Growers*: for pallet quantities, discounts may apply on orders of Teakwood Basket and other Naturals collection planters. Contact us for details. Freight charges are applied before discounts.

**PAYMENT TERMS:** All orders must be prepaid by credit card. We accept Visa and MasterCard (no American Express or Paypal). The transaction is made when the order is placed. Sorry, no C.O.D. orders accepted.

FREIGHT CHARGES: We ship ground freight PRE-PAID from our San Antonio, Texas warehouse. Standard shipping rate 20% (orders \$1250 to \$2999); 15% \$3000+ \*\*\*\*. Additional charges will apply for delivery appointments and lift gate use. Rural or remote destinations and limited access destinations (as determined by freight carrier), destinations requiring ferry or causeway access, islands or the Florida Keys will incur additional delivery charges. These charges are applied by the freight company and are beyond our control. The cost of additional services such as lift gate service, appointments, re-deliveries and detention charges that may be applied if load is not removed from delivery truck within 15 minutes of arrival at destination are the purchaser's responsibility. Additional requested services or special circumstances at destination, (including detention charges for offloading by receiver at destination that takes more than 15 minutes) applied by the freight carrier either before or after delivery will be billed to customer and are due upon invoice. Delivery times and notices are the sole responsibility of the freight carrier. NO RESIDENTIAL DELIVERIES ACCEPTED.

LIFT GATE DELIVERIES: To protect orders during shipping, Big Grass packs most orders strapped and stretch wrapped on wooden pallets. We do not ship wholesale orders with UPS, DHL or FED-Ex package delivery due to abusive handling of small packages. Customers without forklifts must specify "Lift Gate Required" upon ordering. Lift gate fees will apply. If lift gate service is not requested and pre-paid by the customer but the carrier's lift gate equipment is used at delivery, the associated freight carrier charges will be billed to the customer. Delivery times and notices are the sole responsibility of the freight carrier.

**ADVANCE/HELD ORDERS:** To guarantee availability of your product, Big Grass accommodates advance/held orders for out-of-stock products for orders pre-paid in full.

BACKORDERS: Big Grass does not schedule or process backorders unless requested and/or approved by the customer.

**FREIGHT CLAIMS:** Our merchandise is packed with the utmost care. Please use caution when unpacking your order. Big Grass is not responsible for damages occurring during uncrating and unpacking products. **Retain all cartons and packing materials and contact Big Grass promptly in the event of any damages.** Big Grass makes a good faith effort to resolve damage claims. For damages not exceeding 20% of the value of the full order, Big Grass, at its discretion, may credit the buyer's credit card or apply the credit to future orders. No damage claims will be processed without clear photos of each damaged product.

Big Grass is not responsible for lost, delayed or damaged shipments. All damaged merchandise or discrepancy conditions must be reported to us within 5 days receipt of the merchandise to meet the timely claims requirements of the freight companies. AT TIME OF DELIVERY, THE RECEIVER MUST NOTE ON THE FREIGHT BILL ANY VISIBLE DAMAGES TO CRATES OR PACKAGING BEFORE ACCEPTING THE MERCHANDISE, AND WITH AN ACKNOWLEDGEMENT NOTE AND SIGNATURE FROM THE DRIVER. Include photos of any obvious packaging damage before opening and unpacking, as well as photos of each damaged product. These photos are required for claims against the carrier and/or for account credits or refunds. In an effort to resolve claims quickly, we can accept texted photos of each individual damaged item. Please inquire as necessary. Freight surcharges for damaged items are not refundable.

**INTERNATIONAL SHIPMENTS:** Big Grass sells to wholesale customers in Canada, the Caribbean islands and Mexico. International customers must provide us with their customs broker's contact information and their U.S. addressed freight forwarding warehouse. A \$50 document preparation fee will be applied to all international orders. Special customs forms or requested box labeling may incur additional charges. All additional fees, including tariffs, insurance, forwarder charges, etc. are the responsibility of the customer.

**RETURNS:** Advance authorization from Big Grass is required on any goods returned. Credit will not be given on unauthorized returns. A 20% restocking fee applies to returned merchandise deemed resalable. Freight charges are not refundable.

**PRODUCT CHARACTERISTICS:** Colors shown in our catalogs may vary slightly from the items shipped. All handcrafted items and ceramic pieces have some degree of variance in color, size, texture and finish. These variations add to the character of the designs and to the individuality of each piece. Small surface cracks and firing-related color variations in terracotta products are a normal occurrence during the drying and firing process of natural clay materials and are not considered a defect. Wooden baskets and natural planter products may have small curing cracks and some variation in grain pattern, color, size and/or texture.

**PACKAGING LABELING REQUIREMENTS:** Special labeling requirements or package contents labeling requested by the customer will incur an additional fee. Requests must be made at the time of ordering.

PRICING: All prices are subject to change for reasons beyond our control.