

LIFECYCLE OF AN ORDER

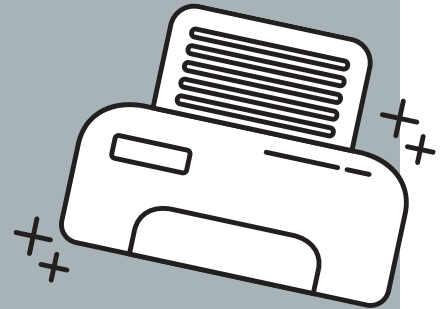
PLACE ORDER

Customer places an order online or reserves items through their Account Executive via phone or email.



TWO DAYS BEFORE DELIVERY

Our greenhouse prints a summary of orders to be picked. No adjustments can be made to orders at this time.



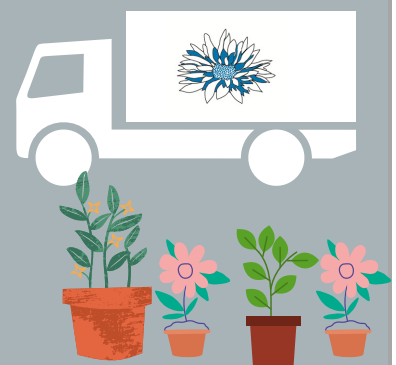
ONE DAY BEFORE DELIVERY

Your items are loaded onto trucks from their growing location and brought to our Northbrook warehouse, and staged for shipping or pickup.



ORDER IS DELIVERED

Make sure to count and check your items for quality at receipt – credit requests must be submitted within 24 hours of delivery. *



ORDER IS INVOICED

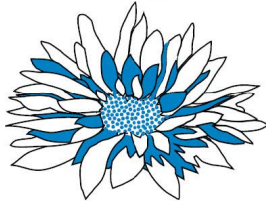
Our Accounting department posts the invoices for your order using your payment method.*



*The shipper you sign when you receive your order is used to create your invoice. Be sure to mark off any missing or changed items on your shipper to ensure you are invoiced properly.



CLESEN WHOLESALE



BEST PRACTICES FROM ORDERING TO DELIVERY

PREBOOK YOUR ORDER

Prebook orders receive priority in the event of any product shortages. Book your must-have items right away!



Qualifying prebook orders receive discounts - call your rep and ask if your order is eligible today! Login to find prebook deadline dates on www.clesen.com by navigating to the Help Center tab and clicking on Key Dates.



FINALIZE YOUR ORDER

Touch base with your rep a week before your shipment is due to leave our warehouse to add/change items, or alter your shipment details. Once your order has been picked and packed, it can't be changed, so you'll want to go over it well ahead of time!

SCHEDULE YOUR SHIPMENT FOR BEFORE YOU NEED IT

Who wants to be waiting on trucks and crews on an already stressful day? Schedule your for the day before you need it so we can coordinate your delivery with ease. We can even specify PM delivery so your items arrive as close as possible to when your job starts.



CHECK PAYMENT DETAILS

If you're paying by check, please fill it out and have it ready for the driver ahead of time.

If you pay by credit card, we'll preauthorize it the day before delivery. You will be contacted by one of our accounting team members if there is an issue. Stay available via phone to make sure your order is delivered on time.

COUNT IN YOUR ORDER

Review all deliveries personally, right when they arrive for quality and quantity issues. Mark off any missing or changed items on your shipper - that document becomes your invoice. Credit requests must be submitted within 24 hours of delivery.

