

## Shipping & Payment Policies

**Pricing:** We strive to keep our prices as low as possible. However, due to unexpected increases, published prices are subject to change without notice. Our customers come first, so merchandise will be invoiced at prevailing prices at time of customer order. For regular and large volume customers, special contract and custom quote pricing is also available. Submit a request on the Contact Us page for contract pricing or give us a call and we will gladly arrange access to discounted pricing. Native Green has offices in South Dakota and Michigan, so sales tax will be charged in those states where applicable.

**Terms:** Our terms are Net 30 days for customers with approved credit. To apply for credit please email us at [service@gonativegreen.com](mailto:service@gonativegreen.com). We will reply with a credit application. We will notify you when your company has credit approval. To expedite your order you may choose to pay initially with a credit card while waiting for credit approval. We do not charge your card until the product has been shipped.

**Credit Card Payment:** We process credit card payments via Cybersource, one of the largest and most respected and secure online payment processors. After you review your order during the checkout process, you will be directed to enter your payment information. Please feel secure in the knowledge that all information is private. Your information will never be viewed or shared with employees or affiliates, only the credit card processor. Native Green accepts Visa, MasterCard, Discover, and American Express.

**Shipping:** We've taken painstaking steps to make sure the shipping charges you pay are as close to the actual amount we pay as possible. We do not charge a handling fee. If you have your own UPS account and would like freight charges billed directly to you or if you would like us to use another shipping method please email us at [service@gonativegreen.com](mailto:service@gonativegreen.com) or call us (888-456-6444) before you place your order. Native Green will make every effort to ship the way you choose. We may consolidate items in order to save boxes and to save freight. We also provide Next Day or Second Day Air Service through UPS, if requested, at the current UPS rate for those services.

**Free Shipping:** There is no minimum order size if you place your order on our website. However, any orders that are telephoned in to our call center or ordered on the website that total more than \$500 (before freight) will receive free shipping.

**Returns:** If for any reason you are not satisfied with your product we will refund your payment for any unused products. All returned merchandise must be shipped freight pre-paid. Refunds for used products will be evaluated on a case by case basis.

**Privacy Policy:** Native Green respects your privacy. The only personal information we collect is the personal information you choose to give us. The purpose of this Privacy Statement is to inform you about the information we gather on our website and through our call center and how we use that information.

We do not sell, rent or loan any e-mail addresses, mailing addresses, telephone numbers, credit card information or order data to any third party. We may transmit limited information to service providers who assist us in freight and fulfilling orders. We respect your right to privacy and are happy to limit our interaction with you based on your preferences.



(888) 456-6444

[www.gonativegreen.com](http://www.gonativegreen.com)