

Date: January 1, 2026

Subject: Order Cancellation Policy

Dear Valued Customers,

Thank you for a successful 2025! We are looking forward to another successful year in 2026. This is our cancellation policy for 2026.

We need to insure a strong sell through. In the past we have experienced many pre-orders that have been placed months in advance and a portion of it cancelled a few days before the Holiday, or at the end of the Season. We have developed some guidelines that need to be followed or you will be charged a 35% cancellation fee.

Any order cancelled 24 business hours prior to the date of delivery or pick up will be charged a 35% cancellation fee. During May and November, we need a 48-business hour notice.

***Easter** orders cancelled after **March 5th** will be charged a 35% cancellation fee on the remainder of the order.

***Early Spring** orders cancelled after **March 31st** will be charged a 35% cancellation fee on the remainder of the order.

***Summer Annuals** orders cancelled after **April 30th** will be charged a 35% cancellation fee on the remainder of the order.

***Fall** orders cancelled after **August 15th** will be charged a 35% cancellation fee on the remainder of the order.

***Exterior Greens** orders cancelled after **October 30th** will be charged a 35% cancellation fee on the remainder of the order.

***Poinsettia** orders cancelled after **November 30th** will be charged a 35% cancellation fee on the remainder of the order.

We are working to have a strong “sell through” with very little waste. Together we will share the successes and risks that come from doing business.

Thank you,

Clesen Brothers Inc.