



What can I expect when ordering from Third Branch Flower?

What do you grow?

While our main crops are late-season peonies, we grow many other beautiful cut flowers and flowering branches. See them all at www.thirdbranch.com

When will flowers be available?

Most of you are probably planning for events months in advance and you'd like to know early on what you can order from us. Unfortunately, when you want to buy directly from us, we can't often know in advance what will be available. However, we can pretty much know in two weeks what will be coming in from the fields. Anything further out is just an educated guess. We cannot say with certainty the exact day a certain variety will be ready, as so many factors play a role -- weather and Mother Nature being the biggest. (Our website also contains this information, with most of the photos labeled with the time of year EACH flower is available0.

If the flowers I want are not available, can you get them for me?

If you are accustomed to ordering from your local flower distributors, they can generally find whatever you're looking for at any time, as they work with growers and distributors around the world. Here in Roxbury we sell only what we grow, and do not buy from other growers to fill orders. Everything is field grown, with no greenhouses to get a jump on the season.

How do I order from Third Branch?

During the growing season, we email out availability sheets twice a week -- once a week during the slower season. Each email contains the available cut flowers, numbers of stems per bunch and cost per

bunch. Everything is bunched; we don't sell loose stems. Once you receive the cut flower list and you've pulled together an order, email us at sales@thirdbranch.com or call the sales office at 802-485-5150. Jen will be happy to help you through your order. We do encourage you to order quickly as flowers tend to sell out.

Can I preorder for an event happening next month?

We do not take preorders. So many things can happen to a particular crop during the growing season that we can not guarantee to have what you preorder when you need it.

Do you have a minimum order?

Yes, we do have a small minimum of one box. We will gladly pack you a mixed box. To give you an idea of how big the smallest box is, we can fit roughly 10 bunches of Peonies. We also have larger boxes for larger orders.

Do you deliver?

We ship everything through FedEx Priority Overnight. We ship flowers Monday through Thursday only, not on Friday or weekends. We ask you to read our shipping and returns policy, available on our web site and the availability sheets. If you want to come to the farm to pick up your order, you can do that too. Please order and schedule a pick-up time beforehand. Since we are not set up as a retail operation there's no staff to assist walk-in customers.

Do you offer design consultation and premade arrangements?

As we are primarily a cut flower farm selling to wholesale distributors and florists, we do not offer consultations or premade arrangements. We do not sell equipment for floral arranging such as vases, foam or flower food.

How do I pay for my order?

Payment is required at the time of order. For new customers, we require a credit card payment for the first season. After the first season as a customer, you are welcome to apply for Net30 terms. You can find a credit application on our web site and on all of our availability notifications. We will not ship an order without payment.