

NMF Purchasing Terms and Conditions

Due to the highly customized nature of our exclusive services and offerings, New Mettle Farms maintains the following terms and conditions. It is the purchaser's responsibility to read our Purchasing Terms and Policies. Purchase is an acknowledgment of all terms and conditions stated herein.

Prices

Fees are all-inclusive and may include product and service up to or including combinations of synchronous and/or asynchronous experiential learning resources, lesson outlines, program products and supplies, access passes, limited licenses, location fees, tickets, and/or instructors/guides fees as well as appropriate tax and shipping fees.

Purchasing

1. Accepted forms of payments include Visa, Mastercard, or Discover through our website checkout process.
2. We accept purchase orders with EFT payments from schools with active accounts. Please contact sales@newmettlefarms.com to open and maintain your account activation.
3. We accept student schools from schools where New Mettle Farms is an approved vendor. Please follow your school instructions for the use of these funds. For questions concerning the use of student funds with New Mettle Farms, please email admin@newmettlefarms.com. To **use student funds from approved schools** with New Mettle Farms;
 - a. **Use each student's name when checking out to assure availability and/or reservations. This must be done first and can only include those activities or items that are specific to approved, individual student fund uses and school policies.**
 - b. During checkout, you must select "Offline Payment" to use authorized funding accounts. This option is available for schools or organizations where New Mettle Farms is an approved vendor. Offline payments allow you to complete registrations or purchases and receive a receipt to serve as an invoice or proof of purchase, pending payment approval.
 - c. Parents must submit a Participation Waiver and Media Release form annually for all in-person services before checkout can be completed.
 - d. After completing checkout, initiate your school's fund authorization process. Program details will appear on your receipt.
 - e. Orders will be fulfilled once authorization is approved.
 - f. After approval, you will receive emails with (1) digital access to asynchronous learning resources, (2) confirmation of synchronous activity reservations, and (3) product shipping dates for your location.

Product Refunds and Exchange Policy

At New Mettle Farms, we take pride in carefully curating supplies, custom-developing resources, and working closely with local experts and artisans to bring you the very best. Our unique business model ensures that every order is a special opportunity for us to create something exceptional just for you. Because of the

personalized nature of our offerings, all product and nursery sales are final and are non-refundable, non-replaceable, and non-exchangeable once delivered. Products are sold on a firm sale basis. We appreciate your understanding and support as we strive to deliver outstanding experiences tailored to your needs.

Fulfillment, Shipping, and Delivery

Educational packages and kits have been curated for optimal application with season-specific experiential opportunities

1. **Pre-Sale Orders with One-Time Shipment Dates for California:** Deliveries of products, specimens, cut flowers, seeds, and live plants have been meticulously scheduled to coincide with seasonal synchronous learning opportunities in California only. Pre-sale orders will be fulfilled and shipped together on designated One-Time Shipment Dates. Shipment dates will be specified in the product descriptions. Please note that after the pre-sale period ends, no additional packaged stock will be available. Asynchronous learning products with packaged resources may be available for immediate fulfillment and will be
2. **World-Wide Instant Access:** New Mettle Farms is working to offer asynchronous learning resources with immediate fulfillment and/or shipping options world-wide through FedEx. Look for new products marked with our *Instant Access* or *Lightning Bolt icons* for more details.
3. **Local Pick-Up:** Local pick-up, where available, can be selected during checkout. Product pages will list times, dates, and location. Purchasers must provide proof of purchase and collect products during the specified times. Unclaimed products will be forfeited with no refunds. Alternative shipping for \$20 can be arranged post-purchase by contacting orders@newmettlefarms.com.

Delivery Discrepancies

Any damage or shortage must be notified to us, in writing, within 7 days of receipt of the goods. Goods arriving damaged must be reported to the carrier immediately.

Registration Cancellations for In-Person Activities

Regardless of payment method, 50% of the registration fee will be retained for all cancellations. Full charges will apply if cancellation is made within 14 days of the event, if no notification is received, or if the cancellation request is not submitted

Written cancellation notices must include the registrant's name, school, activity, date, and time, and must be emailed to admin@newmettlefarms.com at least 14 days before the scheduled activity.

Misrepresentation, loss, or theft of tickets are not the responsibility of New Mettle Farms. New Mettle Farms reserves the right to refuse service on receipts and/or tickets that do not conform to our origin codes and guidelines.