
RED HEN'S SALES TERMS, CONDITIONS & GUARANTEE

Red Hen Turf Farm, Inc.
29435 Darden Rd.
New Carlisle, IN 46552
Phone and Text: 574-232-6811 and 574-766-7633

General Sales Terms & Product Information

Prices and sales terms are subject to change without notice.

Sod is cut-to-order and cannot be returned. All sod sales are final. Sod is guaranteed to be in good growing condition at the time of sale; after that, it is the purchaser's responsibility. Improper watering or handling will result in failure.

Issues? Please call within **24 hours of receiving sod**, or as soon as possible, for Red Hen Turf Farm's expert assistance.

We cannot guarantee availability due to limited inventory and/or weather-related conditions.

Non-sod products are returnable within 30 days of purchase and may be subject to a **20% restocking fee**.

A **\$50.00 fee** applies to returned / NSF checks and ACH eChecks. Accepted payment methods include **cash, check, ACH eCheck, and credit card**.

Ongoing remote technical support is available by phone and text messaging, and is generally provided at no cost.

Preferred Buying Status / Wholesale Discounts are available to qualified customers and may be revoked if purchases are made by unauthorized individuals or if account requirements are not maintained.

Sales Tax & Exemption Requirements

Sales tax will be charged on all applicable transactions unless a fully executed, current, and valid Indiana sales tax exemption certificate is on file at the time of ordering.

For customers using **job-specific or blanket exemption certificates**, it is the customer's responsibility to:

- Ensure a valid exemption certificate is on file, **and**
- Clearly identify the order as tax-exempt at the time the order is placed

If an order is not identified as tax-exempt at the time of ordering, sales tax will be applied.

Customers who believe sales tax has been applied in error must notify Red Hen Turf Farm **promptly** and in accordance with the notification timeframe stated on the invoice or in customer account documentation.

Once Red Hen Turf Farm has filed and remitted monthly sales tax payments to the State (generally by the **10th of the following month**), we are unable to refund sales tax. At that point, any sales tax refund requests must be submitted by the purchaser directly to the **Indiana Department of Revenue**.

Credit Terms & Collections

For approved Red Hen **Net 30 accounts**, payment is due in accordance with the stated credit terms. A **1.5% service charge** may be applied to balances not paid when due.

Red Hen Turf Farm reserves the right to modify or revoke credit privileges based on payment history, account activity, or failure to maintain required account information.

Should the purchaser default on payment, the purchaser is responsible for **all costs of collection**, including reasonable attorney fees, as permitted by law.

Pallets & Big Roll Sod Tubes

We do accept returns of Red Hen custom pallets and big roll sod tubes in reusable condition.

Pallet credits are available only for pre-approved qualified customers.

Last Updated: 04/29/2026
