

# Plugs - Shipping Information

Highsun orders are packed in brand new, specially manufactured, white coloured, sun-reflecting cartons with effective ventilation holes and special inserts to ensure that the plug trays stay secure during transit.

Plug prices quoted in this catalogue include packaging but not the freight. For Tasmania and the metropolitan areas of Sydney, Melbourne, Adelaide and Perth a freight charge per plug applies, shown separately on the invoice. A similar freighting system is being developed for other areas. Until that is in place however, freight will be charged and shown separately on the invoice, based on the prevailing tariffs of the carriers utilised,

unless transport arrangements are made by the customer.

A door-to-door transport/delivery system is in place for Tasmania and the metropolitan areas of Sydney, Melbourne, Adelaide and Perth. Customers beyond the metropolitan delivery service in the Perth area will be asked to indicate their preferred transport-courier operator from Perth to final destination for which the charges will be collected COD.

All our consignments are insured against damage caused by transport and related accidents. This insurance however does not

cover any undesirable growth deficiencies of plugs caused by delays during transport, rendering them unsuitable for further cultivation as a result, as such an insurance cover is not available.

# Plugs - Freight Obligations

## **Customer Responsibilities:**

☞ Respond within 24 hours to the call from the transport company to pick up the goods. It is a good precaution to contact the transport company if you have not heard from them within 48 hours of stock having left our company.

☞ Receive shipment and sign for it;

☞ Inspect shipment in carriers presence;

☞ If damage is evident, contact Highsun Express Plugs within 24 hours

## **Highsun Express Responsibilities:**

☞ Highsun Express will notify you the day the goods leave the nursery;

☞ Your plants will be packaged to the best of our ability to withstand handling and movement on the regular transport routes to all major centres in Australia.

# Plugs - Interstate Inspections

## **General**

Highsun Express plugs is a Nursery Industry Association of Australia(NGIA) accredited nursery. To comply with the strict requirements for movement of plant material interstate, we have made a policy of implementing a complete pest and disease monitoring system throughout the entire nursery. This system conforms with the very strict WFT protocol for export to Tasmania and involves fortnightly inspections and regular trap monitoring.

Every Monday morning Queensland Department of Primary Industries carry out a visual inspection to ensure we comply with all Regulations. This enables us to export our products to all states in Australia.

All inspection charges are currently being met by Highsun Express Plugs as long as orders and delivery arrangements are finalised for the coming shipment week by noon the Friday afternoon prior to despatch.

## **Fire Ants**

Highsun complies with all Fire Ant regulations and employs a strict Risk Management Strategy to prevent any potential Fire Ant problems. Highsun is accredited to send plants to all states in Australia.

# Surplus Plants

Highsun predominantly grows plugs to contract order but often have surplus stock available. The surplus Retail List is published on a Thursday for delivery of plants the following week, while the Inventory List is published on a Monday and forecasts surplus plants potentially available for despatch in 2-3 weeks time.

Please note that all stock is allocated on a first in, first served basis so please order early to avoid disappointment.

You can receive the Inventory and/or Retail Lists by weekly email or fax. Please access the lists directly from our website [www.highsun.com.au](http://www.highsun.com.au) or contact Customer Service to be placed on an automated list.

# Cultural Notes

A library of cultural information has been collated and is now available in *Adobe Acrobat pdf* format on our website - [www.highsun.com.au](http://www.highsun.com.au). If you don't have access to the web please contact Customer Service by phone 1300 13 7584, (free fax) 1800 644 015 or email [info@highsun.com.au](mailto:info@highsun.com.au) to receive cultural information.