

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 Brisbane, Sydney, Melbourne, Adelaide and Perth a freight charge per plug applies, shown separately on the invoice.

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 Stock 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 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. 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 to receive cultural information.

Ordering Contract Plugs

Thank you for placing your plug order with us. We take great pride in producing top quality plugs to suit your requirements. We understand for many, purchasing plugs is a whole new experience, therefore we aim to make this procedure as simple and accurate as possible for you. Please read the information below so that you have an understanding of the Ordering Process.

1. Placing a Contract Order.

All orders are required in writing, where possible by email info@highsun.com.au or free fax 1800 644 015 before Seeding can proceed, as it is important we clearly understand your requirements.

Verbal orders and changes to existing orders will require written confirmation. We encourage Contract Orders to be placed at least 4 weeks before Seeding Date to ensure seed supply.

2. Order Confirmation.

The Order Confirmation form is an important document. After entering your order into our system, an Order Confirmation will be forwarded to you, please retain it for your records. **This is confirmation that we have correctly entered your order.**

It is the customers responsibility to read the Order Confirmation carefully, checking that the variety, colour, quantity and expected due date/s are correct. Please read the Terms & Conditions of Sale on the back of the Order Confirmation.

If you do not receive an Order Confirmation within 10 days of placing your order, **your order is not in our system.** therefore you should contact us. Your payment terms and value of the order, will be recorded on the Order Confirmation.

3. Order Timing.

Please allow a growing time of 6 – 12 weeks for most crops. Up to 16 weeks for spring deliveries of lisianthus is sometimes required.

The expected due date on the order confirmation is accurately given for normal weather conditions. Unseasonal heat or cold can vary that date by up to 2 weeks for longer term crops.

It is our policy to attempt to give you an advanced warning of any major variance to the expected date.

Orders placed for ASAP will not be seeded until the following week and then **only if the seed is available.**

Please note abnormal weather conditions may affect the expected due date.

4. Order Tracking.

Your plants will be checked regularly during their time with us. Scouts with the use of hand held scanners will check point the status of the plants back to our Production Team.

You will be notified by Customer Service of any variations to your order.

5. Despatch.

You will be notified the week prior (Thursday or Friday) to the despatch of your plants. If you would like to receive full cartons, you can order excess stock at this time.

Depending on the tray size, the average carton will hold 4 to 8 trays. (4 x 72, 4-5 x 128, 6-7 x 288, 6-7 x 384 or 7-8 x 512).

Customers on Prepaid terms will be sent a payment form. Payment will need to be finalised by 12 noon the day prior to despatch. Consignment details are available by request.

6. Holding Plants.

Not a preferred option, however we offer it as a last resort, IF SPACE PERMITS IN OUR NURSERY.

Due to the nature of plugs we cannot guarantee the plants will remain at our normal shipping standard, as shown in the catalogue.

No credits for oversize and subsequent problems will be given for plants that are held in our nursery beyond the original shipping date, as we accept no responsibility for the quality of held plants.

7. Indent Seed.

Indent items require an additional 4 weeks lead time to allow for seed to be sourced.

8. Cancellations / Variations to Orders.

You may cancel prior to the seed date only if the seed has NOT been purchased and only with the consent of the seller. Under no circumstances will cancellations be permitted after the seed date, as listed in the "Order Confirmation" has passed. An invoice will be raised for the amount as shown on the "Order Confirmation", once your plants are ready. ALL CHANGES / CANCELLATIONS MUST BE IN WRITING.

By customer request, Highsun will endeavour to "On Sell" plants on the customers behalf. The customer will incur an "administrative fee" of 15% of all goods on sold for this service.

Any variations to your Order must be received in writing, prior to us purchasing the seed. Contact our office to confirm any variations to your order.



PROPTECTM

Terms & Conditions of Sale

Terms of Payment

- Strictly 7 or 30 days from date of invoice depending on account approval.
- New customers are prepaid.
- Accept payment via Electronic Funds Transfer, Cash or Cheque.
- Visa and Mastercard acceptable for COD orders.
- Accounts paid by Credit Cards attract a 2% Merchant Fee.

Ordering Propagation Supplies (PS):

- Orders to be placed in writing.
- Email info@proptec.com.au
- Free fax 1800 644 015
- Some Jiffy products allow a 6 week lead time.

- 15% deposit required from non inventoried items.

Cancellation:

- Must be in writing.
- Will not be accepted on imported items once manufacture commences.

Delivery & Transport:

- Local Brisbane metro.
- Country and interstate will be delivered by transport of customers choice.
- The risk in the goods purchased shall pass to the Buyer immediately upon the goods leaving PropTec premises.

Pickup:

- Goods can be picked up from PropTec with a minimum 24 hours notice, weekdays.

Product Claims:

- Recommended you use Jiffy 7C's within 6 months of delivery.
- All Jiffy products must be stored in a dry location.
- Claims must be made within 7 days of date of invoice.

Prices:

- Do not include GST
- May vary from catalogue due to currency fluctuation.