

# 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](mailto: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.



# PROPTEC<sup>TM</sup>

## 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](mailto: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.

# Terms & Conditions of Sale

## Ordering:

Place all orders in writing, where possible order by email [info@highsun.com.au](mailto:info@highsun.com.au) or free fax 1800 644 015, stating product tray size, quantity and date required. A two week lead time from placement of order to seeding is required to ensure timely scheduling and planting of your order. You may change your order (in writing) up to the time of seed purchase.

## Minimum Seed Order Quantity:

The sum of the individual items must be equal to or greater than \$50 nett. Individual varieties are offered as a minimum nett \$15. Where the quantity ordered does not meet the minimum required, Highsun Express reserves the right to supply and charge for a greater quantity to meet the minimum stated.

## Deposits Confirmation:

In some cases, deposits will be required. e.g. custom seeding, new customers and large orders. Upon processing of your order, an "Order Confirmation" will be forwarded. Orders should not be taken as accepted unless an "Order Confirmation" is received, whereupon the terms and conditions of trade shall be deemed to have been accepted and understood. All information you will need when making an inquiry into an existing order will be found on the Order Confirmation. Due date is approximate only. Please allow for this when ordering.

## Order Cancellation:

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.

## Substitutions:

Substitution could occur in the event of seed supply problems, UNLESS WE ARE ADVISED OTHERWISE.

## Shipping Information:

Freight is added to the invoice. We arrange shipment by air, road or rail. In some cases the customer is required to arrange pickup from the airport/depot to nursery. All shipments go forth at customer's risk.

## Seed Shipping Information:

Orders under \$300, freight will be added to the invoice. We will arrange shipment via Toll Group or Express Post. All shipments go forth at customer's risk.

## Seed Freight Liability:

Highsun Express accepts no responsibility for damage or delay following delivery to the original carrier. We will however, claim on the customers' behalf, the cost value of the damaged goods, provided Insurance has been taken out.

## Customers 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. In the event of a missing consignment, 1st contact should be made to your receiving depot, advising them of the consignment note number and date the goods left the nursery. Receive shipment and sign for it. Inspect shipment in carrier's presence; If damage is evident, contact Highsun Express within 24 hours.

## Highsun Express Responsibilities:

Your plants, seeds and propagation supplies will be packaged to the best of our ability to withstand handling and movements on regular transport routes to all major centres in Australia.

## Property & Risk:

Property in and title to the goods shall remain with Highsun Express which reserves the right to dispose of the goods until such time that all moneys owing by the Buyer to Highsun Express from time to time and at any time have been paid in full. The risk in the goods purchased shall, unless otherwise agreed in writing, pass to the Buyer immediately upon the goods leaving Highsun Express premises.

## Pick Up:

Orders may be picked up if you prefer. Please allow 24 hours lead-time.

## Pick Up hours are:

9 a.m. - 4 p.m. Monday to Thursday. 9 a.m. - 12 noon Friday. Closed Weekends & Public Holidays. To ensure optimum plant quality, orders MUST be picked up on the day agreed upon by the customer.

## Holding Stock Past Due Date:

We can only hold plants if space permits. Due to the nature of our plants we cannot guarantee the plants will remain at our normal shipping standard. 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.

## Payment:

All new customers' orders are to be Prepaid, before the goods leave the nursery. A payment form will be faxed to you prior to dispatch. Payment can be made by:

- Direct Deposit to our Bank Account (please fax through receipt of Bank Deposit)
- Credit Card:- Visa, MasterCard, Bankcard, American Express
- Cheque or Cash

Payment is to be received by us, by 12 noon the day before dispatch. Customers will remain on Prepaid trading terms until an application for credit is approved. Highsun Express will require an original completed, signed and approved Credit Application form, before a credit account is opened. A 2% fee applies to 30 day accounts paid by Credit Card.

## Terms For Approved Customers:

Net 7 days or 30 days from date of invoice. After 90 days outstanding, credit will be stopped. Interest may be charged on accounts over 90 days, at 1.5% per month.

## Product Claims:

Customer Service must be called within 48 hours of receipt, if claim is to be honoured by Highsun Express. If you are not satisfied with the product/s and would like to request a credit, photos of the products must be emailed to [info@highsun.com.au](mailto:info@highsun.com.au) or posted Atten: Customer Service, with complete details of the claim. Short count claims must be made within 48 hours of receipt of plants. Before you call, please check:-

- be sure you receive the number of plants you were invoiced for
- time goods left our nursery and time you received them.

## Limit Of Liability:

Highsun Express states and the customer acknowledges that any variety or descriptive information furnished in relation to the seed or seedlings (plugs), is based upon information received from the seed breeders or distributors, and is provided as a guide only. The customer accepts responsibility in relation to any delays in accepting the seeds or plants ordered and recognises that significant variations may occur in the particular plants due to geographic location, climate, soil type, soil conditions, cultural management practices and other growth factors. No liability will be accepted by Highsun Express or its Directors for any inaccuracy in the information provided. Highsun Express gives no further warranty, express or implied, and all other or further warranties, including any warranties of merchantability or fitness for a particular purpose are excluded. We shall not be responsible for loss of any product, profit or any other indirect special or consequential damages. Any mis-labelled product is subject to our limit of liability i.e. to the extent of the purchase price.

## Prices:

Prices shown in the catalogue of Highsun Express may be varied without notice to the customer at any time. Highsun Express reserves the right to correct errors on invoices. Prices quoted in our catalogue do not include GST.

## Vegetative Products:

Customers who have purchased or will purchase any vegetative cuttings from Highsun Express will only use said plants for cut flower or pot production and shall refrain from any type of propagation of these plants. Propagation shall mean to increase or reproduce the supplied plants. Highsun Express can commence legal proceedings against offenders of this provision for damages and costs.

Every endeavour will be made by Highsun Express at all times to ensure that plants are propagated from reliable stock to accepted industry standards of quality and performance.

# New Varieties / Colours

