

Ordering Information 2012

ALP (The Association of Liner Producers)

We are very proud to be Members of the Association of Liner Producers, and are very committed to the principles set out in the ALP Code of Best Practice.

The benefits to the customers of Liner Producers belonging to ALP are;

- **Specified High Quality**
- **Even Grading**
- **Clean Healthy Plants**
- **Reliable Service**
- **And most important they are British Grown.**

Buy With Confidence

We pride ourselves on the quality of our plants, and upon the service we provide to our customers. The feedback we get from you is important if we are to improve further. We are proud to be an approved member of the scheme.

The Buy With Confidence scheme was initiated in 1999 by Hampshire County Council to help businesses comply with the law while improving consumer protection through a partnership approach. Since then the scheme has spread to a number of other Local Authorities across the country. Businesses signing up to their responsibilities set down in the rules of the Scheme will become an 'Approved Member' of the Scheme. The scheme also includes a clear statement of the service the authority will provide to businesses.

Agricultural Flat Rate Scheme

From the 1st January 1996 we de-registered for VAT in favour of the Agricultural Flat Rate Scheme. This certificate is issued to Farmers and Growers who satisfy certain criteria, mainly that of being a grower rather than a retailer.

The main benefit to us is that we no longer have the administration of VAT returns and the extra expense that they incur. It will allow us to remain competitive, as long as we produce the majority of what we sell. This has always been the intention and will remain so.

What are the benefits to you?

Because we have effectively de-registered we no longer have to charge VAT at the current rate. (Currently 20%).

To **non-registered** or other Flat Rated customers we charge **NO VAT** or Flat Rate Addition (**FRA**) as it is more correctly known.

To **VAT-registered customers** we will be charging **4% Flat Rate Addition** which can be reclaimed on your quarterly VAT return.

In order for us to update our records it will be necessary to ask you to let us know if you are not VAT-registered. By default all customers will be treated as VAT-registered unless we are advised to the contrary.

Plant Names

Whilst we make every effort to ensure that the names are correct for the plant we offer, we make no specific guarantee. We are always pleased to hear from you if you believe any of our plants are either not true to type, or are incorrectly named. In some cases the names of the plants we offer are sold using have been given Fancy or Marketing Names, and these names are quite often offered to us by the seed suppliers, but become over time the accepted norm for the plant.

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Descriptions

We have included descriptions of the plants in the catalogue. A great deal of time has been spent compiling the list, and although the general descriptions are essentially only brief, we felt this information would be helpful to our customers when compiling their own catalogues and lists, as well as for descriptive labels and point of sale material. As far as we are concerned the copyright in these description is free to copy and use. If you believe that a description is in any way inaccurate we would be very pleased to hear from you.

The Prices

Prices are indicated in £ sterling, and do not include FRA or Delivery. For full details see the section entitled Ordering Details. The prices are indicated in four price bands, depending on the quantity per item ordered. These discounts are charged per item. Further discounts are detailed in the Prices & Discounts section. *Orders for less than 20 per variety are surcharged by 15%.*

The Admin Team

The Nursery employs 6 full time staff who work as a team to achieve our goals and provide quality product and service for our customers.

David West Sales and Marketing

Fiona West Office manager

Sue Tizard Accounts

Ecoliners, 6cm plugs, and contract growing

Ecoliners are an economical alternative to the more common supply of separate 7, 8 and 9cm liners, and perform equally well. We feel they represent excellent value for money, whilst retaining many of the advantages of the conventional pot system. Ecologically they are better as there is less material wastage. Ecoliners are only available to order, and are as such grown to order. We would be pleased to discuss any particular requirements you may have, or indeed if you would like to discuss any contract growing arrangements. Our catalogue is only a guide. We are specialists at raising plants from seed.

Payment

We can accept payment by cheque drawn on a UK Bank or by Credit/Debit card via Paypal invoice, which can be emailed to you. Credit accounts can be opened on receipt of satisfactory trade references. Our credit terms are strictly 30 days. If you would like to open an account, please ask for an application form to be sent. We generally ask that your first order is paid pro-forma or by arrangement on delivery whilst we process your account application.

Quantities

Plants are supplied in 9cm pots as indicated in the specification. They are contained in trays of 20. Orders are accepted in multiples of 20.

Minimum orders for delivery

The minimum order for any particular variety is 20 plants, with the total minimum order of 600 plants to qualify for the subsidised delivery tariff. There is no minimum order, but there are delivery charges illustrated in the delivery tariff map for order less than 600 plants in total. There is no minimum order total for collection. Orders are surcharged for quantities of less than 20 per variety when accepted.

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Confirmations

All orders will be confirmed in writing usually within 14 days. We should be able to advise at this time the approximate cost of delivery. All orders are logged on receipt and are processed in order of receipt. Advance notice of delivery will be advised by telephone or fax or e-mail prior to a delivery.

Please note that all our plants are protected against Vine Weevil!

Delivery & Charges

We can deliver orders with relative ease throughout mainland UK. Deliveries to the Republic of Ireland and Northern Ireland will be delivered at cost. Offshore deliveries are made at cost. We deliver wherever possible using our own transport or contract delivery agents. Where we cannot use this service, we use various Parcel Carriers especially with smaller orders and these are made at cost.

Minimum Order Deliveries are charged as a percentage of the value of the goods dispatched as indicated on the delivery map overleaf, the minimum charge being £10. Orders are usually delivered in trays upright, or in the case of those sent by carrier, packed loose in cardboard cartons. Delivery is Free of Charge for individual orders for a single delivery placed in excess of £1000 to mainland England destinations, and is also free for orders over 200 plants in the Free Local Delivery Area shown on the tariff map. Orders received under the minimum order will be delivered at cost. This will be kept to a minimum and is dependent on distance. See website for further details.



Collections

We welcome customers collecting their orders from the nursery and provide financial incentives to do so. It would be very helpful to us if you could give us **7 days** notice prior to collection. If you notified us of your intention to collect when ordering, you will be contacted to make collection arrangements. We reserve the right to charge a handling fee for orders not collected in good time.

Prices & Discounts

10% Payment discount for orders collected, and paid for on collection.

2.5% Collection discount for all orders

collected (subject to status and our standard terms of payment).

2.5% Delivery discount for payment on delivery or payment pre-delivery via pro-forma invoice.

Quantity Discount

Prices are indicated in sterling, and do not include FRA or delivery. The prices are indicated in four price bands, depending on the quantity per item ordered. These discounts are charged **per item**.

The price bands are as follows;

1 = (500+) 500 and over per item

2 = (100+) 100 –499 per item

3 = (60+) 60 –99 per item

4 = (20+) 20-59 per item (Orders for less than 20 are surcharged by 15%)

Dont Forget! If you are not VAT-registered we do not charge any VAT. So when comparing our prices, remember our automatic 20% discount!