

Summary of Our Terms of Business

Terms and conditions - Please read our terms and conditions on p182 before placing your order as all goods supplied are subject to these terms and conditions.

Order placement - Orders will be acknowledged by the company in writing and it is important that all details are checked by the buyer and any anomalies advised immediately, any typographical, clerical or other error shall be subject to correction without any liability on behalf of the seller. Acknowledgement of an order in writing or verbally does not constitute guarantee of delivery. Orders are accepted subject to and conditional upon availability at the time of placing the order and at the time of despatch.

Delivery - Delivery of the goods constitutes a minimum order quantity of 6 trays in any one delivery week. Delivery of the Goods shall be made by the Company, carriage free within the mainland of the United Kingdom, subject to a minimum order of no less than 10 trays in any one delivery. A delivery surcharge of £20 will be applied on any delivery in any one week of 9 trays or below. Delivery outside of the mainland United Kingdom, will incur surcharges for transport, packaging and insurance.

Payment - All major credit/debit cards are accepted, or payment can be made by cheque: payable to Young Plants Limited. For credit terms please contact our accounts department who will be able to send you the appropriate credit request forms. Payment terms are strictly 30 (thirty) days of the invoice date. New customers will be required to make payment at time of receiving order acknowledgement and pro-forma invoice. Interest will be charged on all overdue accounts at the rate of 2% per month or any part thereof until payment is received in full.

Complaints procedures - All queries complaints or claims must be made in writing within 3 days of the goods being delivered. Or in the event of a claim for damage or product not being compliant with description the claim must be notified to the company within 24 hours of delivery.

Cancellations - No order which has been accepted by the Company may be cancelled by the Buyer except with the agreement in writing of the Company. The Company reserves the right to charge for all or any part of an order that is cancelled by the buyer within 35 days of the due delivery date or within the date the cancelled product has gone into production - whichever is the sooner.