MLN Nursery Order, Deposit & Payment Policy

Forward

Community relationships are important to everyone at the Moorabool Landcare Nursery.

Customers are encouraged to contact nursery management to discuss options if they or their organisation are unable to meet any of the terms set out in this policy and all efforts will be made to work with customers to find a suitable solution.

Purpose

The purpose of this document is to respond to the growing demand for the supply of native plants through larger orders and to a more diverse customer base and to mitigate the operational risks for the MLN Nursery.

Policy

<u>Customer Classifications</u>

This policy applies to all customers according to their classification and provides clarity for them and our staff about our process and purpose.

Classifications are based on information gathered from customers and other public sources. A customer classification may also be impacted by their payment history.

Customers can request a review of their classification by nursery management at any time and can provide supporting information to support a review.

<u>Order Size</u>

The MLN Nursery is not a retail nursery, plants are grown to order. Orders are for >200 plants based on trays of 50 or hikos with 40 cells, with a minimum of 10 plants per species for tube stock (hikos cannot be mixed).

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Order Dates

The Nursery Season runs from 1 October to 30 September each year. Cut off dates for accepting orders is 15 November. Late orders may be accepted at the discretion of the nursery managers based on seasonal expectations and growing conditions.

Payment of Deposits

When you place an order, a Quote showing the details of the order will be emailed to you. Where a Deposit is required, the order is confirmed once the deposit is received by the nursery.

Collection Dates

Nursery managers will liaise with you about the progress of your order throughout the growing season and advise your when plants are ready for collection.

All plants ordered are to be collected from the nursery promptly and no later than 31st October each year to allow space for the next year's production. Any variation to these dates must be negotiated and approved by nursery management.

Payment Dates

Payment for most orders is due on delivery. Where invoice terms are offered, payment is expected within 14 days. Terms are offered subject to the Customer Categories in the table below.

All customers will be liable for payment of the balance owing on their orders by 31st October each year irrespective of whether the plants have been collected or not. When orders are not collected by the due date, deposits may be forfeited.

Plant orders that have not been collected from the nursery by 31st October may not be able to be maintained by the nursery after that date and may be disposed of in preparation for the new growing season. In these cases, deposits are not refundable.

Natural Losses

All quotes provided for orders are subject to variation. Prevailing weather conditions can impact on the success or failure of species germination. Nursery managers will liaise with you on the progress of your orders and where necessary, negotiate either alternate species to suit your needs or a variation to the order.

Payment in Advance

The nursery can accept full payment for orders in advance to accommodate a customer's purchasing requirements.

If payment is made in advance and the orders is unable to be filled when natural losses occur, if no appropriate alternate is agreed, the nursery will provide you with the option of either a refund for those parts of the order that are unable to be filled, or a credit note for use in the following season.

Endorsement

Justin Horne
President Moorabool Landcare Network

Customer Categories							
Code	**Customer Category**	**Order Value**	**Order Confirmation**	**Deposit Required**	**Invoicing**	**Payment Terms**	**Price Tier**
A	MLN Financial Member Groups	All	Email	No	On delivery	14 Days	Tier 1
B & C	Existing NFP's & Private Landcare Customers –	Under $1,000 (GST Inclusive)	Email	No	On Delivery	14 Days	Tier 1
		Over $1,000 (GST Inclusive)	Email	25% Minimum	On Delivery	14 Days	Tier 1
N	New Customers – First year of operation with no established payment history		Email Qty Confirmation	25% Minimum	On Delivery	Balance on Delivery	Per Customer Category
			Email Qty Confirmation	25% Minimum	On Delivery	Balance on Delivery	
D	Government – Melbourne Water, MSC, GWW, Gwest etc.	All	Purchase Order	25 % Minimum or Purchase Order	On Delivery	14 Days	Tier 2
E	Commercial Operators – Business or Sole Traders	All	Purchase Order	25% Minimum	On Delivery	Balance On Delivery	Tier 2
X	Customers in Default	All	No orders	Cash Sales Only when plants are available	Invoice provided on request after payment	Cash Sale Only	Tier 2