

TERMS OF BUSINESS

- (1) **Ordering:** **BY POST:** All orders will be confirmed promptly
BY PHONE: Our office is open 9.00am-5.00pm Monday to Friday
Telephone 0131-440 0895 Sales Office Direct Line 0131-440 3455
BY FAX: At anytime 0131-448 2108
ONLINE: At www.pentlandplants.co.uk
- (2) **Discounts:** (a) Cumulative Quantity Discounts – This means the more you buy the better discount your orders will attract. Our discount year runs from 1st November to 31st October for deliveries and our computer system automatically adds all your orders together, no matter when they are placed, to give you the best possible discount.
1-50 trays catalogue price; 51-100 trays 2.5%; 101-200 trays 5%; 201-300 trays 7.5%; 301+ please ask for a quote.
(b) Payment with order discount – 5%
(c) Early order discount – for orders placed before 15th November 2022 less 5%, for orders placed before 31st December 2022 less 2.5%. All orders for delivery in 2023.
(d) Cash and Carry discount – 5%. Collections strictly on Friday only from 9am-3pm.
(e) Loyalty discount – If you bought plugs from Pentland in 2022 please deduct an extra 2% discount from all orders placed for delivery in 2023.
(f) Discounts do not apply to royalty, labels, delivery charges and VAT.
- (3) Orders are accepted subject to plants being available from our own stock at time of delivery. The nearest equivalent variety will be substituted if any variety is not available unless orders are clearly marked 'No substitutes'. All despatch dates are target dates and we reserve the right to vary delivery dates according to weather conditions and other factors outwith our control.
- (4) The minimum carriage paid order for any one delivery is six standard trays, assuming they can all be delivered together, and orders less than this will have a surcharge of £10.00 per delivery. Four trays of 25's are equivalent to one standard tray, 25's must be ordered in multiples of four. Redelivery charges will apply. AM delivery option available at additional charge.
- (5) Prices exclude VAT but include packing and delivery to mainland UK. Deliveries to Eire, N. Ireland and the Highlands and Islands by arrangement. Northern Ireland & Republic of Ireland - FCA Incoterms on all deliveries. Delivery charges, inspections fees and export fees excluded from catalogue and quote prices. CHED-PP applications on TRACES NT must be completed by the purchaser. Please contact our head office for further information.
- (6) **Please send payment with order unless you have a credit account with us.** If you wish to open a credit account please ask for the necessary forms. We accept payment by all major credit and debit cards except American Express.
- (7) **Credit Terms –** All credit accounts are due for payment net 30 days from the date of invoice. Interest at the rate of 2% per month will be charged on overdue accounts. If credit terms have not been approved payment is due with order. In addition if the Customer defaults on payment the Company reserves the right to place the matter in the hands of their debt recovery agents, without prior warning in writing, and shall be entitled to a full reimbursement of any fees or disbursements paid to the debt recovery agent to aid recovery of monies outstanding to the Company.
- (8) **Cancellations –** All cancellations must be in writing. If an order is cancelled less than three weeks prior to the delivery date we reserve the right to charge 90% of the invoice value plus VAT. See page 70 3.4.
- (9) A restocking fee of 10% of the label value will apply to any labels returned as not required. Labels are automatically added to all orders for cutting raised material. Please ensure it is stated at time of ordering or prior to label dispatch if you do not require these labels. Cost of postage/carriage of the return of labels will be incurred by the purchaser
- (10) We reserve the right, by giving notice at any time before delivery, to increase the price of Goods to reflect any increase in the cost to us (the Seller) of producing the Goods which is due to any factor beyond our control. This may include but is not limited to cost-push inflation, import duties and currency exchange rates.



Pentland Plants Ltd is an accredited grower under the Ornamental Horticulture Assurance Scheme (OHAS, previously BOPP). This is your

guarantee that all aspects of our nursery business are run to very high standards ensuring that you will receive quality produce.

As an accredited grower we are inspected once a year. Pentland Plants must prove compliance with all parts of the special nursery manual to keep the accreditation mark. The nursery manual covers all aspects of the business, from growing procedures right through to customer care and environmental concerns.

By being in the scheme we hope it will give you added confidence in our quality produce standards of care.

Privacy policy

Here at Pentland Plants Ltd we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

We will automatically remove you from our postal marketing mailing list if no orders have been placed in the last two years. You will automatically receive a copy out your sales review for the previous year. You will not receive a copy of a sales review if no order was placed in the previous year. You can request a copy of our catalogue or previous sales reviews at any time.

The accuracy of your information is important to us. If you change address, email address or if any of the other information we hold is inaccurate or out of date, please email us at sales@pentlandplants.co.uk or telephone on 0131 440 0895 to allow us the opportunity to correct or archive this information. You can also write to us at Pentland Plants Ltd, Pentland Nurseries, Pentland Mains, Loanhead, Midlothian, EH20 9QG if this is your preferred method of contact.

Our privacy policy is available to view on our website www.pentlandplants.co.uk.