

# 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](http://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 2017 less 5%, for orders placed before 31st December 2017 less 2.5%. All orders for delivery in 2018.  
(d) Cash and Carry discount – 5%. Collections only on Friday unless by prior arrangement.  
(e) Loyalty discount – If you bought plugs from Pentland in 2017 please deduct an extra 2% discount from all orders placed for delivery in 2018.  
(f) Discounts do not apply to royalty and labels.
- (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.
- (5) Prices exclude VAT but include packing and delivery to mainland UK. Deliveries to Eire, N. Ireland and the Highlands and Islands by arrangement.
- (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 cards.
- (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 88 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



BRITISH ORNAMENTAL  
PLANT PRODUCERS

Pentland Plants Ltd is an accredited grower under the British Ornamental Plant Producers accreditation scheme. 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.

Dear Customer

Welcome to our new 2018 plug catalogue.

We are a completely independent, family owned and run company and are therefore impartial in selecting the very best varieties from numerous breeders. Our own on-site garden centre and comparative trials provide us with the opportunity to trial varieties in real conditions and sales before offering these varieties to you with confidence.

We value your business and all of us at Pentland Plants will do our very best to ensure that we supply high quality plants throughout the season. Pentland Plants are pleased to be a British nursery, supplying British growers with home grown plugs, rooted or sown at our nursery in Loanhead.

Thank you for your continued loyalty and we look forward to another successful partnership in the coming year!

*David Spray, Managing Director*