



GYMPIE & DISTRICT LANDCARE GROUP INC.

A.B.N. 19 435 450 683

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Customer Order Form

OFFICE USE ONLY

Member Non-Member Loyalty Customer

Please email this form to: propagation@gympielandcare.org.au

Name/Business Name: _____

Contact Phone Number: _____

Email address: _____

Address: _____

ABN: _____

Date of Request: _____ Date of Delivery by: _____

Quantity	Genus Name	OFFICE USE ONLY	
		Tier Number	Price (Inc GST)
		Total (Inc GST)	

Policy Regarding Retail & Wholesale Orders:

- Only business customers who order more than one thousand (1000) plants in one order will be considered as a wholesale customer with wholesale pricing.
- Wholesale customers must complete a *Wholesale Customer Application Form* prior to becoming a wholesale customer.
- All wholesale orders must be requested in writing using the *Customer Order Form*.
- All large retail orders must be requested in writing using the *Customer Order Form*. Large retail orders are considered to be any orders over one hundred (100) plants.
- Where plants are ordered in for retail and wholesale customers, freight will be included into the cost of the order.
- Once availability and pricing are confirmed, we will return a completed copy of this form to you.
- All orders must be paid for in advance and in full unless otherwise agreed. Purchase Orders will be accepted and invoiced on collection at the discretion of the General Manager.

Gympie & District Landcare Group is Registered with the Australian Charities and Not For Profit Commission.



- All orders are to be collected by the determined supply date. Where the stock is already available, collection must be within seven (7) days. Our nursery staff will advise if your selected collection date is not achievable.
- Where a customer requests GDLG to hold plants for longer than the determined pickup date, a fee will be charged per week (calculated daily) until the order is collected as per the below schedule:
 - \$50.00 per week for orders under 1000.
 - 10% of the total cost per week for orders over 1000.
- Where there are delays in propagation or delivery, the Nursery staff will advise the customer immediately. No extra fees will be charged in this circumstance.

Failure to Collect and Order:

- Where an order has not been collected within thirty (30) days of the original collection date and the customer has not communicated with GDLG staff that they wish for us to continue holding the plants at the above fee rate, the customer will forfeit their order and the plants will go back into the nursery for sale. No refund will be provided.

Cancellation Policy - Propagation

- Customers must formally cancel their propagation order in writing.
- Where an order is cancelled prior to any propagation works being carried out in relation to the order, the customer will receive a full refund.
- Customers who cancel their propagation order with greater than 30 days' notice will receive 50% of the cost refunded.
- Customers who cancel their propagation order with less than 30 days' notice of the pickup date will not receive a refund.

Declaration – To be signed by the customer at time of order.

I acknowledge and understand the policy mentioned above in relation to my order.

Name

Signature

Declaration – To be signed by the customer at time of pickup.

I confirm that the above order has been provided to me in full and in good quality.

Name

Signature