

Freight POLICY

Policy Statement

This document outlines the freight requirements and applies to any customer that makes a purchase with Tubestock Nursery Australia.

Shipping Options & Delivery Costs

Pickup

The client has organised to pick up their order from the nursery site. The Nursery Sales & Dispatch Co-ordinator will ensure the client has the correct address upon agreement of pick-up time.

Tubestock Nursery team members will ensure the delivery is packed and ready to be collected by the client at the agreed upon time.

Organisation of Freight (external)

If the client requires Tubestock Nursery to organise the delivery of the order, the client can recommend their freight company of choice or our team will make the recommendation.

The arrival date and cost of the freight is communicated and confirmed with the client before booking with the freight company. The cost of the freight will then be added on to the outstanding invoice.

If the freight company requires Tubestock Nursery to deliver the order to a depot, an additional charge will be included. This charge is agreed upon first by the client. The appropriate additional charge will be chosen from the *Internal Freight Pricing Model*.

Organisation of Freight (internal)

To qualify for Tubestock Nursery's freight service, the client must purchase a minimum order of \$300. By negotiation orders over \$2,000 can qualify for the removal of the freight charge.

Tubestock Nursery's *Internal Freight Pricing Model* is as follows:

Distance (KM)	Cost (excluding gst)	Minimum Order	Delivery Days
50km	\$75	\$300	Monday - Friday
100km	\$100	\$300	Monday - Friday
150km	\$150	\$300	Monday - Friday

Return Customers

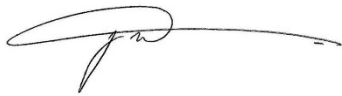
Tubestock Nursery is a focused customer-centric company, therefore, by negotiation return/loyal customers may qualify for the removal of the freight charge.

Lost or Damaged Orders

All responsibility for stock sent via external freight companies ceases when stock leaves Tubestock Nursery Australia.

Claims due to damage in transit should be directed to the relevant freight company.

Responsibility for stock delivered by Tubestock Nursery ceases when the stock is received and accepted by customer.



Jason McGarry
Managing Director
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Version	Date Updated	Authoriser	Comments