

Wholesale Trading Criteria 2026

9 Elm Avenue, Weston Park, Yarralumla ACT 2600

Phone: 02 6207 2446

ABN: 79 147 985 289



Business hours

7:30 am to **4:00** pm Monday to Friday. **Closed** on weekends and public holidays.

General Terms

- The Nursery supplies to landscape/construction, government departments, educational facilities, horticulture trade, primary producers, wholesale and retail nurseries.
- Wholesale customers must be registered with the Nursery and operate as a bona fide landscape, horticultural or allied business with a current Australian Business Number (ABN).
- All orders will be invoiced in full, at time of collection or 30 days from the time of order, whichever occurs first.

Sourced Plants & Quotes

- Plants sourced on behalf of the customer will be priced accordingly to reflect additional costs incurred. While the Nursery will make every effort to secure the required plants, no guarantee is made that plants quoted will be available at time of order placement.
- The Nursery will make every reasonable effort to supply requested plants. Where stock is unavailable, suitable substitutes may be offered or plants sourced externally where practical.
- Yarralumla Nursery reserves the right to charge the customer in full for stock sourced on their behalf, at the time of quote acceptance.
- Written quotation service available. Quotation is subject to availability of plants at time of placement of order.
- Prices quoted are valid for 30 days.

Contract Growing and Forward Orders

- Contract growing service is available.
- A 25% non-refundable deposit is required on placement of Forward Orders; the balance is required on collection.
- If a Contract Grown or Forward Order is cancelled or reduced after acceptance, the Nursery will endeavour to on-sell the stock; however, the nursery reserves the right to invoice the customer for the full value of the cancelled order. If the purchaser chooses not to collect the invoiced plants the nursery reserves the right to sell or dispose of them.
- Minimum quantities apply for Forward Orders.

Payment & Credit

- Payment is to be made by direct deposit or credit card (MasterCard and VISA). American Express not accepted.

- 30 days credit from date of invoice will be available to **approved** credit customers after 6 months of trading. Request credit application if required.
- Accounts that remain unpaid more than 30 days will be placed on hold. Overdue balances between 31 and 90 days will incur a Late Payment Fee of 1.5% per month, calculated on the outstanding balance. Overdue accounts in 90+ days will be placed in the hands of debt collectors, and all 30 day credit terms will be removed. A Late Payment Fee of 1.5% of the overdue amount per month will be billed until the account is cleared.

Fees and Charges

- A specialist propagation fee may be charged to cover complex propagation orders or in-field collection of propagation material and will be quoted at time of ordering. Minimum charge of \$85.00 (GST exclusive); orders over \$1,000.00 (GST exclusive) will be charged at 10% of the total value of invoice/quote.
- At time of placing a Sales Order, a collection day will need to be advised. If you require your order to be held beyond 14 days, you will need to contact the Sales Team to arrange a **non-refundable deposit of 20% of the sales order value**.
- For credit customers, a cancellation fee of 20% of the invoice total will apply where a Sales Order is cancelled after the agreed collection date.
- Holding charges are free for the first 30 days past the agreed delivery/pickup date. Beyond 30 days, a holding fee of 10% of total invoice, per month or part thereof will be charged to the customer. Any order cancellation or variation must be in writing, and a cancellation fee will apply. Yarralumla Nursery will take all reasonable steps to maintain plant health during the holding period but any plant that expires during this time is the responsibility of the customer, and no refund will be provided.

Quality Guarantee

- Plants are guaranteed to be healthy and true to type at time of delivery or pick up.
- Claims for damaged stock, shortages or incorrect supply must be submitted in writing within 24 hours of receiving goods.
- Except as required under Australian Consumer Law, the Nursery's liability is limited to replacement of the goods supplied or refund of the purchase price paid.
- In the event that plants supplied are not in accordance with label or description, or for another reason do not meet customer requirements our liability is limited to, at our discretion, either refund of purchase price or replacement with new plants when available.
- No warranty is offered as to performance of plants once they have been delivered or collected.
- Quality of stock cannot be guaranteed beyond the expected delivery date.

Debt Recovery

- If any amount remains unpaid after becoming due, the Customer agrees to reimburse the Nursery for all reasonable costs incurred in recovering the debt, including legal fees, collection agency costs and court-related expenses.

Privacy Statement

Transport Canberra and City Services adhere to the ACT Information Privacy Act 2014. As a general rule the personal information that is provided to us is not passed on to other organisations or third parties without your written consent. However, your information may be provided to the ACT Civil and Administrative Tribunal or another court or tribunal if required by law. You can view our privacy policy on the About US page of the Directorate's website <https://www.cityservices.act.gov.au/privacy/information-privacy-policy>