

RELIABLE ROSES
TERMS OF BUSINESS

- The dispatch season for bare-root roses runs from **1 June to 31 August** each year.
- To save time, please provide **FULL CONTACT DETAILS WITH EACH ORDER and EMAIL.**
- Plants are allocated as Orders are received; therefore please order early to avoid disappointment as stocks are limited.
- Please indicate on the **Winter 2024 Order Form** (or email) the quantities you require and if substitutes are permitted – please **list at least three substitutes** to save having to contact you.
- Please ensure that Delivery Instructions are completed, if necessary.
- Please return your completed Order Form to: **Reliable Roses, PO Box 20, Silvan Vic 3795**, or send an email (remembering to provide **your full contact details**), listing the rose(s) you want.
- A “**Confirmation/Tax Invoice**” will be sent to you once your order is processed, advising which plants we hope to supply and setting out cost of plants/postage & packaging and GST.
- **Full payment is requested once you receive that “Confirmation/Tax Invoice”.** Please then send cheque or money order payable to “**RELIABLE ROSES**”, P.O. Box 20, Silvan, Vic. 3795.
- Alternatively, please **request our bank account details for Bank Transfer payment** and please provide a **copy of your Bank Payment Receipt or Payment Details for our records.** We will then process your payment and provide you with a **Nursery Receipt** for your records and post your rose plants to you via Australia Post, usually by the designated “**Ship Date**” on your Tax Invoice.
- Freight, packaging and handling costs etc. are additional to cost of plants; we will confirm the total amount on “Confirmation/Tax Invoice”. It is beyond our control if or when Australia Post choose to increase their postal rates. Postage usually includes “extra cover” and/or “signature on delivery”.
- **Dispatch date/“Ship Date”** of when your roses will leave the nursery is advised on your **Confirmation/Tax Invoice (please diarise this date)** – it is approximate only but plants are usually available on time.
- A “**Planting Guide**” will be provided with delivery of plants – please follow instructions for planting of “bare-root plants”.
- If you wish to cancel your order, please **write** to: *Reliable Roses, PO Box 20, Silvan, Vic 3795*, **at least 21 days prior** to dispatch date (and do not rely on emails for this purpose).
- **Please note, the nursery is closed for farm tours.** However, Orders can be picked up from the nursery but please give **three days’ notice by telephone so that paperwork can be prepared prior to your visit.** **Note:** Potted roses are available for sale throughout the year **by appointment.**
- Please note that we **do not have Restaurant/Public Restroom or Credit/Eftpos** facilities available, so please make use of local township facilities (e.g. Mt. Evelyn or Monbulk).
- If you have any queries, please telephone for an early response – **please do not rely on emails if something is urgent.** If we are unavailable when you telephone, please leave a **slow and clear message** on our telephone answering service and we will always return your call. If you do not receive a response it means we couldn’t decipher your message, so please call again!

Thank you,
Jean Newman