## RELIABLE ROSES – ORDER FORM – WINTER 2024

то:	RELIABLE ROSES (Mrs. Jean Newman) PO BOX 20 SILVAN VIC 3795 (NOTE: 3 days' notice required prior to pick up of orders from nursery — sorry, no private tours available) Tel: (03) 9737 9313 (or leave clear message) Email: info@reliableroses.com.au Website: www.reliableroses.com.au	Address:	Post Code:	
Please complete the following details: Delivery Address (If different to above)		Please despatch my order by post  I will collect my order having given 3 days' notice (Tel: (03) 9737 9313)  If out of stock of a particular cultivar, please substitute  YES / NO		
Name o	of Rose	Substitute	Quantity	Value \$
If insuf	 ficient room please staple additional sheets to thi	s form		
if insufficient room pieuse supre additional sneets to this form.			Plant Total:	
ROSE PLANTS \$35.00 EACH (plus 10% GST)			*Add Postage and packaging: *WA and TAS. Quarantine fee	
			(if applicable):	
			Sub-Total:	
			Add 10% GST:	
			TOTAL DUE:	

\*Postage and packaging per VIC/TAS: \$33.00; ACT/NSW/SA: \$40.00; QLD/NT/WA \$45.00. Box of 1 - 10 Roses: (Postage and packaging on larger orders will be advised)

\*WA and Tasmania: Quarantine regulations apply - Additional fee of \$42.00 per box of 10 roses.

Please do not send payment with your Order but wait until you receive our Tax Invoice.

Then please send cheque or money order made payable to: <u>Reliable Roses, PO Box 20, Silvan Vic. 3795</u>. Alternatively, telephone for our bank account details to pay via <u>Bank Transfer.</u>

(Please note: a copy of your Bank Receipt or Payment Details are required before plants are despatched).

Plants remain the property of Reliable Roses until payment has been received in full.

We value our customers and take this opportunity to thank you for your Order and for any referrals.

## 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 <u>copy of your Bank Payment Receipt or Payment Details for our records</u>. We will then process your payment and provide you with a <u>Nursery Receipt</u> for your records and post your rose plants to you via Australia Post, usually by the designated "<u>Ship Date</u>" 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 <u>please do not rely on emails if something is urgent</u>. 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!