

## TERMS OF SALES 2022

### ORDERS AND PRICES

1. The buyer must send to the nursery Foreign Customer Service company data required for an invoice.
2. Agreement of contracts, terms of transport, and orders have to be sent by e-mail ([krzewyozdobne@krzewyozdobne.pl](mailto:krzewyozdobne@krzewyozdobne.pl), [krystyna.homakosakowska@gmail.com](mailto:krystyna.homakosakowska@gmail.com)).
3. Orders are confirmed in the order of request.
4. In the order form, you will find wholesale prices.
5. Wholesale prices are final.

### TERMS OF PAYMENT

1. The indicated amount should be paid as 100% prepayment.
2. Loading is possible only when the prepayment is entirely credited to the seller's account.
3. The obligatory amount for plants can be paid in Polish zlotys or euros (at the rate of buying currencies in Millennium Bank at the time of issuing a proforma invoice).
4. Forms of payment:
  - a. Cash - when collecting plants from the nursery in person,
  - b. Bank transfer to a bank account – prepayment.

### TRANSPORT SERVICES

1. The nursery can arrange transport for the customer in cooperation with Polish and international transport companies.
2. The full cost of the transport will be included in the plants price on the proforma invoice.
3. Transport service will be ordered when the prepayment is entirely credited to the seller's account.
4. Plants are packed into the truck without packing.
5. If requested or needed plants are loaded into large wooden boxes (pallet boxes) or on wooden racks, according to international transport standard – additional packing fees will be charged.

### COMPLAINTS

1. In the case of complaints, damage during shipping, or some other defect, please contact us by e-mail ([krzewyozdobne@krzewyozdobne.pl](mailto:krzewyozdobne@krzewyozdobne.pl), <mailto:krystyna.homakosakowska@gmail.com>) within two working days after receiving the plants.
2. The buyer is entitled to make a complaint if:
  - a. The goods are not delivered according to the instructions from the order,
  - b. The goods were damaged during delivery.
3. We do not accept returns or exchanges unless the purchased plants are defective.
4. The buyer is obliged to make a complaint by email ([krzewyozdobne@krzewyozdobne.pl](mailto:krzewyozdobne@krzewyozdobne.pl), [krystyna.homakosakowska@gmail.com](mailto:krystyna.homakosakowska@gmail.com)).
5. If the purchased plants are defective or different from their description, please follow the complaint procedure described below:
  - a. Contact us by e-mail ([krzewyozdobne@krzewyozdobne.pl](mailto:krzewyozdobne@krzewyozdobne.pl), [krystyna.homakosakowska@gmail.com](mailto:krystyna.homakosakowska@gmail.com)) with details of the defective plants,
  - b. Send photos of the defective plants to us, enclosing a written declaration, in which you describe in detail the reasons for complaint,
  - c. Within 14 days, we will notify you by e-mail about the result of the complaint procedure together with information on whether you are entitled to a refund or a replacement as a result of the defect,
  - d. If you are entitled to a replacement or refund, we will replace the product with your next order or refund the purchase price, using the original method of payment within 14 working days after the date of the decision.
6. All complaints will be solved in agreement with the customer or the consignee.

### FINAL TERMS

1. The terms of sales presented in this document are final.
2. For any other issues or changes, the buyer needs written confirmation from the nursery representative.
3. In case of the matters not presented in this document, the final decision is made by the seller.
4. The buyer is obliged to contact the seller by email with any questions related to the orders ([krzewyozdobne@krzewyozdobne.pl](mailto:krzewyozdobne@krzewyozdobne.pl), [krystyna.homakosakowska@gmail.com](mailto:krystyna.homakosakowska@gmail.com)).