



# Architectural — PLANTS —

## **Our Point to Point Guide to your Trade Account**

### **No. 1 : HELLO**

Thank you for applying to open a Trade Account with Architectural Plants. We hope this will be the start of a long and fruitful relationship.

### **No. 2 : TRADE DISCOUNT**

Call the trade team on 01798 879213 or pop in to the nursery to discuss our trade rate. Whilst we are happy to help with particular plant requirements, we do expect a level of horticultural knowledge about our plants and their requirements. We can certainly give you more detailed information, but we cannot resolve planting plans for you.

### **No.3 : RECOMMENDED RETAIL PRICE**

Please note that in the wholesale areas of the nursery the plants are marked with the price that we recommend you sell the plants on for (RRP).

### **No.4 : TRADE ENQUIRIES**

We have experienced and dedicated staff who will be happy to help you with your plant enquiries:-  
e : [enquiries@architecturalplants.com](mailto:enquiries@architecturalplants.com)  
t : 01798 879213

### **No 5 : OUR RESPONSE**

Architectural Plants does not carry a trade stock list. On receipt of your enquiry, we will collate all the information you need based on our stock levels on that day (ie. availability, plant/tree dimensions, pot sizes and prices).

### **No. 6 : SELECTING PLANTS**

We encourage our trade clients to come to the nursery to select their own stock. When this is not possible we will endeavour to supply full dimensions and photographs for your approval, after which we will select the stock. Architectural Plants will not be held responsible if there is an occasion where your client is not happy with the aesthetic or species of the tree or plant selected by us on your behalf.

### **No. 7 : YOUR CUSTOMERS ARE YOURS**

Whenever possible, we encourage our trade clients to bring their customers with them. Please let us know in advance if you are going to do this, and clearly introduce them as your customer when you come in, then we can leave you alone and ensure that we are discreet about discussing your trade discount. If you send any of your customers to us on their own to select plants that you have recommended, please do not tell them they will get trade discount – they won't. If one of your customers experiences any problem with any of our plants, please do not ask them to contact us direct. Our relationship is with you, not your customer. (Which brings us very nicely to **Point no. 8.**)

**No. 8 : QUALITY CONTROL**

Please note that we cannot take responsibility for failure of a plant that has been planted in unsuitable conditions or has not been correctly or effectively maintained, or watered.

Architectural Plants prides itself on the supply of quality plants and a premium service.

Any issues relating to the quality of any of our plants are addressed with immediacy and the utmost seriousness.

As soon as a problem is brought to our attention, we will ask you to email photographs to us so that we can assess, identify and resolve the problem as appropriate.

**No. 9 : HOLDING FEE**

We appreciate there is often a 'time delay' between checking stock availability and you getting the 'go-ahead' from your client.

We will always let you know when there is limited stock available to avoid you having to rethink your plan in the event of stock selling prior to your order.

On processing your order, we can hold stock on the nursery for a maximum of 28 days from the date on the invoice. After this a charge of £50.00 per week will be charged.

**No. 10 : DELIVERY & COLLECTION**

Where a delivery is required, we will quote a cost and on confirmation of the order, we will give you a delivery date.

Delivery is always curbside.

You will also be given the contact telephone number of our driver for the day of the delivery on your invoice.

If you have arranged to collect your order from us, please let us know the date of collection in advance so that we can be ready for you.

**No. 11 : PAYMENT TERMS**

Unless otherwise specified, we ask all our trade clients to make payment on receipt of invoice; on collection of plants, or prior to delivery.

Unfortunately, we cannot allow stock to leave the nursery without payment having been made.

Payment can be made by cheque, Mastercard or Visa.

Please let us know if you are making payment by BACS and the date any money transfer is due, our bank details are as follows:

Sort code : 20-49-76 Account number : 50734357

**No. 12 : CANCELLATION OF ORDERS**

Any orders cancelled after processing will be subject to a 15% handling fee on the original total due.

**No. 13 : REFUNDS AND EXCHANGES**

Once plants have left the nursery their continued care is your full responsibility. We do not give refunds or exchanges for plants that have failed in your care or your customer's care.

