



General Wholesale Ordering Guide

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Introduction

This guide is intended for use by prospective customers and contains general information which is covered in more detail in the guides for specific countries, which are password protected. If you read this guide and are interested in placing a wholesale order with us, please [contact us](#) with your details.

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Minimum Order Value

The minimum order value per shipment has been reduced to \$800.00 with effect from 1 Nov 2009. CITES export permits and basic phytosanitary certificate are included at no extra charge. Freight and other services if required, such as chemical treatments or additional phytosanitary declarations are provided at cost.

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Packaging

Plants are shipped bare-rooted inside hermetically sealed, well-labelled clear polythene bags. A sturdy foam inner box and cardboard outer box are used for maximum protection from impact or short periods of accidental extremes of temperature.

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CITES Documentation

Nepenthes are listed under the 'Convention on International Trade in Endangered Species of Wild Flora and Fauna' (CITES). All species except for *N. rajah* and *N. khasiana* are listed under the CITES Appendix II category, which means that so long as the plants are artificially propagated, they can be legally traded internationally provided certain documents are produced to customs at the points of export and import. We provide CITES export permits for each shipment, detailing scientific names and quantities of plants. It is the importer's responsibility to obtain matching import permits if required. Import regulations vary from country-to-country and we strongly recommend you enquire of your local CITES Management Authority before importing for the first time. Further general information about CITES including details of how to contact the CITES Management Authority in your country can be found on the [CITES web site](#).

Although *N. rajah* and *N. khasiana* are listed under the CITES Appendix I schedule, CITES guidelines stipulate that artificially produced specimens of Appendix I plants shall be treated as Appendix II plants for the purposes of documentation, so generally for most countries there is no additional complication in importing these species, although some do require a separate import permit. Please check with the CITES Management Authority in your country before importing *N. rajah* and *N. khasiana*.

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Phytosanitary Certificate and Additional Declarations

We provide a certificate of health (phytosanitary certificate) free of charge with each shipment. This is a basic document stating that the plants are substantially free of pests and diseases. Some countries however require additional declarations on the phytosanitary certificate to state that the shipment has been tested for a specific pest or treated with a specific pesticide or fungicide. It is the importers responsibility to inform Borneo Exotics of the current requirements in their country and the precise wording of any additional declaration that may be required. We charge the actual cost involved in obtaining any necessary additional declaration and will quote this cost at the time of providing the pro-forma invoice.

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Methods of Shipment

There are three commonly used methods of shipment:

- Express Mail Service (EMS)
- Courier Service
- Air Freight

Express Mail Service (EMS)




The cheapest method of shipment for small to medium sized orders is Express Mail Service (EMS) which is available to most destinations. In some countries, it's a comprehensive door-to-door service and customs clearance is handled by EMS staff. In other countries, the importer has to attend their local post office personally in order to clear the shipment. EMS is traceable on the internet in much the same way as with a courier service but in the event the shipment gets delayed for any reason, it can sometimes be difficult to obtain information. After an EMS shipment arrives in your country, you are responsible for contacting EMS and resolving any issues that may have caused the delay.

Unlike courier and air-freight which charge by the volume of the shipment, EMS charges by actual gross weight. Since bare-rooted plants are lightweight and are shipped with high-volume protective packaging, EMS is very economical, especially for low value plants of larger size.

The major disadvantage of EMS is that depending upon the destination it can take up to 2-3 days longer than a courier service or direct air freight, except to Asian destinations with direct flight links to Sri Lanka where, the EMS service is usually extremely efficient.

Another disadvantage is that the size of a box sent by EMS is limited and it is not possible to combine several boxes together under a single airwaybill. This means that larger shipments sent by EMS have to have completely individual sets of documentation, including separate phytosanitary certificate and CITES permits. This is a burden that we bear and which you do not need to worry about.

Aramex Courier

 This is a door-to-door service. Aramex have been handling our shipments for many years. They are fast and efficient and if there's any issue with customs clearance, Aramex are usually very good at providing feedback. The downside is that it usually costs several times as much as EMS, unless small size plants are ordered, since costs are calculated by volume and not gross weight. Aramex is recommended for countries where the EMS service is not good, or for low-volume high-value shipments.

Air Freight

We can arrange direct air-freight of our produce to any airport in the world. We use a local agent to arrange the flight bookings and handle the shipment as far as the destination airport, where it must then be cleared and shipped onward to the final destination. This is usually handed by an accredited broker appointed by you as the importer. Brokers usually charge high fees on a per-shipment basis and therefore air freight is often used only for larger shipments, where economies of scale are beneficial.

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Methods of Payment

The most popular method of payment is by credit card and we can process either VISA or MasterCard. You can submit your card details either via our [secure server](#), or split into several e-mails for security.

If you do not wish to pay by credit card, another option is wire transfer to our account:

Borneo Exotics (Pvt) Ltd,
A/C No: 0998 1000 3282
FCBU Unit
Sampath Bank
Colombo
Sri Lanka
SWIFT CODE: BSAMLKX

Kindly ensure that all wire transfer charges are to your account and not that of the payee.

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Freight Charges

Whether sending by EMS, Aramex Courier or air freight, the freight charges are not precisely known until just after shipment, at which time we will bill your card for the correct amount. If requested, we will provide an advance estimate of the cost of freight at the time of confirmation of the pro-forma but this is not always entirely accurate.

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Import Duty, GST & VAT

Imports from Sri Lanka into many countries are duty free, or only apply for goods over a certain value but please check your local customs regulations. The settlement of import duties, GST, VAT or any other import levies are solely the responsibility of the importer. If requested by you, we can supply a Certificate of Origin,

which may be required to allow you to import your shipment without having to pay unnecessary duty. If a Certificate of Origin is needed, we charge the cost price of \$20 per shipment.

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GMO Certificate

Some countries require that shipments of plants are accompanied by a letter from the exporter stating that traditional production methods were used and there are no genetically modified organisms (GMO) included. Please enquire to your country's authorities if such a letter is required and we will include it. We do not charge for supplying this letter.

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Availability List

The pricelist is password protected. If you qualify as a wholesale customer, you will be given access to it but in the meantime, to give you an idea of the current range and availability, you can download our regularly updated [availability list](#).

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Advance Reservations

We will hold plants for shipment at any time you request up to two months ahead at no extra charge, provided payment is made upon confirmation of your order. You may slowly build up your order as you wish over that period up until three weeks prior to the shipment date and pay as you go along. You may start your order with only a few plants, so long as the minimum order value is achieved before the order is closed. It's possible to reserve plants for a longer period if you wish at a storage cost of 5% of the order value per month or part thereof, billable to your credit card monthly.

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How to Order

This can vary slightly according to country but here is a summary of a typical order process:

Step 1: Obtain necessary import documentation.

Ensure you are able to comply with the import requirements of your country and send us a copy of your import permit (if needed) and instructions for any additional phytosanitary requirements needed. In some countries, the CITES import permit cannot be applied for until the export permits are available at our end. If this is the case, we will scan and send you the export permits after we receive them – see step 5 below.

Step 2: Place your order.

Select your requirements from our price list and send them to sales@borneoexotics.com. You can either list your order manually or use the order form which can be downloaded using the current username and password. The order form calculates volume price breaks automatically up to 50 plants and makes it easy for you to compile your order to a specific budget you may have in mind. If sending your order manually, you only need to inform us of the Cat #, size and quantity of the items you require.

At this point, you need to inform us of your preferred [method of shipment](#) and indicate the approximate date you would like to receive your shipment, which must be not be less than 3 weeks ahead and not more than 2 months ahead unless you are reserving plants for a longer period by arrangement (see [Advance Reservations](#) above).

It saves time if you provide your credit card details via our [secure server](#) at the same time as ordering. Your card will not be billed until you have confirmed your acceptance of the pro-forma invoice in step 3 below.

Step 3: Confirm the pro-forma invoice.

After checking our available stocks, we will send you a pro-forma invoice confirming availability and date of shipment and await your confirmation. Until you confirm, the plants are not actually physically reserved for your order.

Step 4: Make payment.

When you notify us that you accept the pro-forma invoice and all is correct, we shall then bill your card, physically reserve your plants and apply for CITES export permits. At this point the order is in progress and cannot be changed without incurring additional cost and possibly delay. If you are paying by wire transfer, we will reserve the plants for your order while we await arrival of funds.

Step 5: Await issue of CITES export permits.

After receiving payment, we apply for the necessary CITES export permits, which are specific to your order. This usually takes approximately 2 weeks and we cannot set a firm shipment date until we have these permits in hand. If you require copies of the CITES export permits to apply for an import permit (see step 1 above), we shall e-mail you scans of the export permits as soon as they are available.

Step 6: Shipment

When all permits are received, we ship your order and e-mail you the tracking number and tracking website URL to enable you to follow the progress of the shipment on-line. We also take an interest in tracking the shipment ourselves until it has arrived safely with you.

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Cancellation of Orders

In the event of cancellation of the entire order after you have confirmed the pro-forma invoice, a charge of 20% of the order value is levied to cover our processing costs and the balance of 80% will be refunded as a credit note against a future purchase. It may be possible to cancel individual items after you have confirmed the pro-forma invoice but the overall value of the order must remain above the minimum order value of US\$1,200 and we reserve the right to charge a 20% cancellation charge at our discretion.

Please note that it is not within our power to reverse or refund all or part of any credit card transaction once processed and all cancellation refunds are made by means of a credit note redeemable against future orders.

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Inability to Supply

After your order is confirmed, your plants are reserved for you and physically separated from our sale stock. Plants on order are periodically inspected whilst on reservation and rigorously checked at various stages of the packaging process. They have to meet various criteria to be deemed of export quality or they will be rejected by our QA inspector during the packing process. Since plants are continuously changing items and are subject to various potential problems, if items fail to meet export standards they will not be included with your shipment. In this case, a credit note will be issued for the value of the rejected items. This is however a very rare occurrence.

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Warranty & Disclaimer**Guarantee of Quality**

Plants shipped conform to the description given on the pricelist to the best of our knowledge, and every care is taken to ensure that this is so. However, mistakes can be made, especially when dealing with small plants of newly introduced varieties. Very occasionally damage may occur in transit. If you are in any way dissatisfied with the condition of your plants, or feel that they do not conform to the description in our price list, or are incorrectly labelled, please inform us immediately with photographs.

Any complaint about damaged or misidentified plants must be made within 48 hours of receipt of your shipment. Complaints received after that period will not be entertained. Some minor deterioration or pitcher loss in transit may be expected, especially when shipping to cold or warm destinations or by EMS to more distant locations. The usual criteria to qualify for a refund is that the plant is either unrecoverable, or unlikely to regain a condition where it may be resold within a reasonable space of time. We exercise reasonable judgement and expect the same of our customers. In ten years of business we have never once had an dispute over the issue of warranty.

In the case of a legitimate complaint, we will request that you forward the damaged or otherwise defective items to an address in your country and issue a credit note for the full value of the damaged or misidentified plants. The credit note can be redeemed against your next order and may be used to order any plants, not necessarily of the same variety as the plants for which the credit note was issued.

Disclaimer

The warranty above is void in the event of damage due to delay caused by the importer or his agents, or by any deficiency in import documentation, which is the sole responsibility of the importer, or by incorrect information of any kind supplied by the importer. Borneo Exotics will not be liable for damages caused due to events beyond our control, such as delays in the postal air freight or courier service, strikes terrorism or Acts of God.

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Distributorship

If you are a nursery owner and wish to stock plants from our nurseries, we may list you as a Distributor on our website and refer retail customers to you. Whether or not we list you as a distributor is solely at our discretion. To be listed as a distributor we usually require:

That you place two or more orders with us annually and maintain a reasonably complete inventory of our produce.

That we receive no justifiable complaints from your customers of poor service or other malpractice.

That you do not default on payment for shipments and that the invoice for freight charges sent after shipments are dispatched are settled promptly.

That you adhere stringently to the policy of notifying us within 48 hours of receipt if there is any problem with the plants you receive.

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Contract Production

We are able to undertake production under contract for regular supply or single shot supply of either bulk quantities of our standard produce, or special items such as plants suitable for immediate public exhibition out of the box. Please [contact us](#) stating your requirements.

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