

TERMS & CONDITIONS : CLIVIA KINGDOM : 2018

A. General information:

1. When your order is received via an e-mail, the order is processed and an invoice is issued. The orders are numbered in sequence of receipt, in other words according to a first-come-first-serve basis.
2. The invoice will be e-mailed to you within a week. If you receive no response after 7 days of placing your order, PLEASE enquire by e-mail.
3. Seed items that are sold out will be indicated to you in case you want to put in replacements.
4. You may add to your order after the invoice has been issued, as long as the additions are done within the month **before payment** has been made. If you want to order more seeds after payment has already been made for the initial invoice, this will be handled as a new order and a new invoice number will be issued.

B. Requirements for payment and shipping:

Please take note of these requirements before payment is made:

1. **Please indicate shipping requirements before payment is made to ensure correct amount payable.**
2. USA clients must please send us copies of import permits and green labels.
3. A charge of R500 will be levied if phyto-certificates are required.
4. All payment should be made in advance (to commit to the order) to the banking account indicated on the invoice and for international payments please use our **PayPal** account (e-mail address paul@cliviakingdom.com).
5. **NB!** Unless prior arrangements have been made for later payment, **orders not paid within a month after invoice has been issued**, will be cancelled if no response is received on e-mail communications/enquiries.
6. **Use your name and invoice number as deposit reference.**
7. Let us know when payment was made.
8. Please pay in ZAR currency (Rand) for bank deposits within South Africa. All international customers are required to pay in USD\$ via PayPal to paul@cliviakingdom.com. No other currency will be accepted. An extra 10% will be charged for bank charges and conversions to customers outside South Africa.
9. You will be informed when payment has been received.
10. Harvesting of berries will be during June/July and seeds will be sent thereafter.
11. **Please remember to forward your postal address and telephone number.**
12. **Domestic customers:** R60 will be added for postage and packaging if the South African postal services is requested. If PostNet is preferred, R120 will be added.
13. We will notify you when the seeds have been sent with the tracking number and date.
14. Please inform us immediately after receipt of the parcel. We need this information for statistics on the duration of deliveries to various countries.
15. If any additional information is needed or if you have any other requirements, please communicate these in advance.

Disclaimer: Although special care is taken during pollination and good quality genetic material is used, the outcome cannot be guaranteed as all plants are open-pollinated and pod parents are generally not emasculated. We can, however, confirm that the seeds of each item are those of that item's berry parent.

We look forward to receiving your orders for 2018 and hope that our photographic evidence on our website will help you. Thank you for your continued support.

Sue & Paul Kloeck