

TEMPO TWO
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INFORMATION FOR CUSTOMERS ORDERING IRIS AND IMPORTING
FROM AUSTRALIA TO EUROPEAN UNION COUNTRIES

TIME OF DELIVERY

This past year saw the cost of an Australian phytosanitary certificate rise to \$100.00 and EMS courier air mail costs rose twice last year.

We have done some research and decided that a cheaper method of shipping is to combine everyone's order from EU countries, pack them separately and place on one pallet and air freighted to Amsterdam through J. van de Put Fresh Cargo Handling B.V. where the parcels will be cleared through customs and quarantine. They will then be forwarded to France to our friend Roland Dejoux (SFIB) and he will forward individual parcels to each customer.

This method will mean only 1 phytosanitary certificate is required for all the parcels, so if there were 20 parcels, it would only cost \$5.00 each. VAT and customs costs will be due as is usual and we will make sure each invoice is as low as possible. We will organise payment of this on arrival in Amsterdam

Also Air Freight will cost between \$2.60 and \$3.00 per rhizome instead of around \$7.00 to \$9.00 by EMS or Air Mail which would be a good saving. There will be an additional cost to send the parcel from France to the customers address in their country, however it looks quite a bit cheaper.

The other point to consider is that many parcels are held up in customs when sent as individual parcels and this method will eliminate that problem.

If you prefer to have your order sent as an individual order by EMS or air mail, you can have this option, but remember the extra costs. However all orders for France will go through Amsterdam because of the continual problems with customs and quarantine in France.

We have used the Agent J van de Put Fresh Handling BV for the past two seasons for large consignments of Iris and they are very reliable and move the parcels quickly. Unfortunately, due to Dutch laws, the company cannot distribute the individual parcels, hence the distribution from our good friend in France, Roland Dejoux.

If you have any queries about this shipping information, please e-mail me and I will answer by return.

PAYMENT.

It is easiest to use a credit card. We accept Mastercard, Visa and AMEX. We can then charge the exact amount of the order and the shipping costs at the time of dispatch.

We do not debit your credit card until we send plants.

Please ensure that you include your EXPIRY DATE with your credit card numbers. You will be notified of the on receipt of your order either by e-mail or by air mail. If you have an e-mail address, we need it to forward tracking number when we ship, so we can also use it to notify you of order receipt. If you order using EMS as the method of dispatch, we require e-mail address and your telephone number as these have to go on the EMS paperwork on the parcel.

If you wish to use a bank draft, make it payable in Australian Dollars please and make it payable to TEMPO TWO. If you wish to pay directly to our bank account, please ask for further details.

PRICES In the catalogue are in Australian \$\$\$\$. Because of variations in Currency from day to day, we can only give a guide when you order. Credit Card companies do the conversion for you when you use a credit card.



Style Traveller

Many customers ask us how to handle the plants upon arrival because of the change of season, travelling from the Southern Hemisphere to the Northern Hemisphere. We have been sending and receiving Iris to and from the Northern hemisphere for 50 years and from the outset, we found that it is never perfect.

Some varieties of Iris can be a bit temperamental. Many will flower in the summer because they think the seasons have changed already. Some people like to break out the flower stems when they show. I have found that this makes no difference to growth if you do or you don't break them out.

So we suggest that upon arrival, you pot up the plants into 20cm diameter pots in good open potting soil and put the pots outside where they get some protection from strong sun and extreme cold. Keep them watered but not over wet.

If you are in a cold area, don't plant them out into the garden on arrival because late freezes could cause a lot of damage as they have just come from a very hot Australian summer. After 6 to 8 weeks in pots, they can be planted out into the garden. Again, give a little protection from the severe sun as they have had one hot summer and they expect a little cooler weather. Too much heat can exhaust them. If they flower in summer, do not judge their quality on these blooms. They may not flower very well the following spring as they adjust, but from then on, they should settle down and be like other Iris in your garden.