



Shipping Policies Nck Orchids 2021

1. The buyer (Client) read and accepted the purchase conditions, prior to completing the entire payment of the selected plants.

** The reserve of plants is not considered in the Nck Orchids purchase process. Once the transaction is completed, the shipping process will continue.*

2. The seller (Nck Orchids) has the obligation to ensure the timely arrival of the cargo and to respect the established prices. The foregoing, subject to the exception of the following cases that occurred during the Covid-19 health contingency:
 - a. During sea shipping, the ship did not arrive on time.
 - b. During the air shipment, the airline did not put the cargo on the plane.
3. The buyer is obliged to make the deposit once the selection is ready. In case of unexcused delay, you will be charged an extra value or cancel your selection.
4. The seller will send photographs of the species selected by the buyer, and if he is satisfied with the quality of the plants, he will accept. Only then will the company, Nck Orchids, begin the phytosanitary, spraying, drying and packaging process.
5. Each country has its own fumigation rules, therefore, the buyer has the obligation to inform the buyer of the corresponding fumigation indications.
6. The seller, Nck Orchids, makes F.O.B shipments, that is, it is only responsible for the cargo until it arrives at the Taoyuan airport, Taiwan, or the port of the Island.
7. The buyer is obliged to send photographs corroborating the receipt of the boxes, the same day that the cargo is received.

8. There is a maximum period of five days for any problem that the plants may present to be discussed.

** Unless the cargo has a loss of more than 40%, Nck Orchids will not be responsible. If this is the case, the buyer must demonstrate, with photographs, the plants and codes on it. Subsequently, there will be a conversation with the aim of reaching an agreement on how much each of the parties will respond.*