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Make sure you can comply with import requirements of your country and send us import permits or

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**For Malaysian customers:**

Make your selections from our shopping catalogue located on our main website and email them to us

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**or customers from Malaysia outside**

**Order by Email:**

Make your selection from our shopping catalogue located on our main website and email them to us ask

**Order Online: “Instant Confirmation Online Purchase”**

- Step 1 :** Make sure you can comply with the import requirements of your country
- Step 2 :** Click on Shop, then Shopping catalogue, then select the plant group you would
- Step 3 :** Enter the selected items into the shopping cart system.
- Step 4 :** Fill out all the necessary information, including shipping method via EMS (Express)
- Step 5 :** Complete payment for plants value and shipping with our secure payment gateway
- Step 6 :** Guaranteed Instant confirmation online with order ID issued.
- Step 7 :** Once you have paid via our secure payment gateway, we will notify by email
- Step 8 :** Export permits (CITES, Export and Phytosanitary) fees to be email to customer
- Step 9 :** Allow 6 to 8 weeks for Export permits processing
- Step 10:** Upon receive Export permits, we will notify via email that we are ready to ship or
- Step 11:** After ship, we will notify via email parcel consignment note no. /or airway bill Tra

**Instant Confirmation Online enjoy great benefits:**

- *Guaranteed Plant Reservation*
- *Hassle-free and secure online reservation experience*

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**Wholesale customers**

Wholesale inquiries are welcome.

### **Australian and New Zealand Customers:**

We do not ship retail (nursery size plants) to Australia and New Zealand. But we do ship tissue cultured ex vitro plants to Australia and New Zealand. For Australia, customer can contact our sole distributor, Captive Exotic under [Link, Other Retail Nurseries](#) . New Zealand customer may contact us direct at [sales@malesiana.com](mailto:sales@malesiana.com)

### **Minimum Order**

A minimum retail order size of US\$50.00 for plants (excluding freight charges and export permit cost). Please contact us at [sales@malesiana.com](mailto:sales@malesiana.com) for non-plant material such as posters and books.

### **About our prices**

For convenience in processing international orders, all prices are listed in US Dollars. Please note that due to variable exchange rates offered by banks, some credit card orders may incur a charge discrepancy. We will regularly keep our price update with inventory.

Effective 1st October 2009, customer have to pay for their Export permits (CITES, Export and Phytosanitary) to accompany shipment.

### **Payment**

All prices are listed in **US Dollars**. Payment is required in full before any order can be processed.

### **Accept Credit Card Manual-Entry Transaction**

We can accept Credit Cards payment (Visa and MasterCard) for manually-entered transaction. When you placed your order, we will send you a Credit Card Authorization Form. For security purpose, you may send your credit card details split into 2 to 3 emails. Visa and MasterCard charge international cross-border transaction fee. The fee is 3.9% per transaction be added for payments made by credit card manually. Malesiana does not keep any part of the fee and this fee will be deduct from our account by the bank to be forward to Visa and MasterCard companies.

### **Accept PayPal**

Good news that PayPal now accepts Ringgit Malaysia (RM) with effect from 2010 which allowed Malaysian to withdraw payment from Malaysia bank.

Malesiana Tropicals registered PayPal account is '[orders@malesiana.com](mailto:orders@malesiana.com)'. Customer can pay to our PayPal account '[orders@malesiana.com](mailto:orders@malesiana.com)'. This e-mail address is being protected from spambots. You need JavaScript enabled to view it. Effective 10th September 2013, PayPal revised International cross-border transaction fee to 4.4% + Fixed Fee (\$0.30 USD). This fee be added to importer for payments made by PayPal.

### **Accept Electronic Transfer or International Money Orders :**

To avoid expensive bank fee, you may make payment by International Electronic Transfer Or International Money Order. Please email us at [sales@malesiana.com](mailto:sales@malesiana.com) , This e-mail address is being protected from spambots. You need JavaScript enabled to view it with your order requirement. We can send you the payment instructions and bank details.

We will commence processing your order upon receiving full payment. If we have not received payment within 14 days, your order will be cancelled.

### **Permits**

Requirements vary depending upon the country of import. It is best to check with your local Agriculture Department for the exact permits necessary. Most countries require the use of an Import Permit. It is the importer's responsibility to have all the necessary import permits. Note that in some countries, an original import permit (not a photocopy) needs to be presented at customs. It is the importer's responsibility to check this and any other local requirement with the customs office beforehand to avoid any delays, for which we cannot be held responsible.

### **CITES**

The Convention on the International Trade of Endangered Species was established to protect many rare animals and plants from illegal trade. All CITES-listed plants sold by Malesiana Tropicals are artificially propagated and are shipped with appropriate CITES permits.

### **Import Duties**

Imports from Malaysia into most countries are duty free, or duties only apply for goods over a certain value. Payment of duties or other importation levies are the responsibility of the importer. Make sure you know all the requirements as this can cause delay at customs, for which we

cannot be held responsible.

### **Methods of Shipment**

Our common used methods of shipment: Express Mail Service (EMS), DHL Worldwide Express and Air Freight.

#### **Shipment by Courier Express Mail Service (EMS)**

Our website default shipment costing based on EMS. EMS is an excellent way to ship plants as it is both fast and inexpensive and all customs and health inspection processes are handled by EMS team. It is usually not necessary to arrange to pick up your plants from an international airport or plant inspection facility; our shipping agents, EMS will deliver the plants directly to your address once they have passed through customs. After we have shipped your order, we will email air waybill tracking number and tracking at track & track system page.

#### **DHL Worldwide Express**

Please email to enquire shipping cost via DHL Worldwide Express. A free parcel-tracking service is available at the DHL web page.

#### **Courier Shipping Cost**

Upon confirmation order, you will be given estimate shipping cost on online order and pro-forma invoice. Courier cost based on destination country, size and weight of plants and dimension of box. Customer may use the following formula to help you determine their volumetric weight computation:

## Volumetric weight computation

Express Mail Service (EMS):

**Length (cm) x Height (cm) x Width (cm) divide by 6000 = Volumetric Weight (KGs)**

DHL Worldwide Express:

**Length (cm) x Height (cm) x Width (cm) divide by 5000 = Volumetric Weight (KGs)**  
*(DHL New Volumetric Computation effective November 01, 2008 )*

Rates are subject to fuel charges, custom duties and taxes. Each shipment is re-weighed at courier facility for billing purposes. The greater of the volumetric weight or actual weight of your packages will be used to calculate your shipping costs. You can visit EMS web page and DHL web page for the exact shipping cost.

## Guideline Volumetric for Standard Export Plants

**Potted Plants & Root Ball Method**

**EMS - Volumetric weight (KG)**

**DHL - Volumetric weight (KG)**

1 to 6 plants

3.0

3.5

6 to 16 plants

4.0

4.5

16 to 36 plants

8.0

9.0

36 to 50 plants

12.0

13.0

Above 50 plants

Email to enquire [sales@malesiana.com](mailto:sales@malesiana.com)

*\*\* Note: Above served as guideline for standard export plants growing in 8cm & 10.5cm pot.*

For shipment with large size plant (15cm pot), there will be additional shipping charges due to larger box dimension & additional weight. Actual shipping cost and shipping volumetric weight (KGs) subject to final packing plant size, weight of plants and dimension of box. Final shipping cost to be known after parcel ship.

### **Shipment by Air Freight**

We can ship our product by air freight (airport to airport). Importer to appoint an agent to handle customs clearance when parcel arrive at destination airport and then forward the consignment on to importer.

### **Guarantee of Quality**

Plants delivered will comply with the order made and as set out in the order note. If plants die or are severely damaged during normal shipment then evidence of such must be given to us in the form of photographs which are either emailed to us or posted to us within 3 (three) days of receipt of shipment. Claims for plant replacement WILL NOT under any circumstances be entertained unless such evidence is provided to us.

### **Disclaimer**

The guarantee of quality is void if the damage is due to unnecessary delays caused by the shippers importer or his agents, or due to any deficiency in import documentation, which is the responsibility of the importer. Malesiana Tropicals will not be liable for damages caused outside influences beyond our control, such as delays in postal services, delays in custom clearance, inefficiency of courier services, extreme weather conditions, cold weather, strikes or terrorism or fire or Acts of God.

### **Refund Policy**

Refunds will be given at the discretion of the company management.

### **Plant Packing**

All plants are packed with the same amount of care that is necessary for them to travel across our state or across the country. We start by wrapping all plants individually using methods acquired from our passed many years experience of shipping live plants.

Plants are grown in our pre-sterilized soilless media and conform with phytosanitary requirements.

**Root Ball plants**, we introduce new packing method called “**Root Ball**” where each plant will be clean, individually bagged and maintain some amount of moist sphagnum moss at root zone. The packing material is not growing media and is only used for packing material. The entire plant then put inside clear plastic bag and wrap with packing paper. This packing method as good as potted.

**Potted plants** have a special packing film that is taped over the soilless media to prevent the plants and media from falling out of its pot. We then cover each plant with plastic cup to protect Nepenthes pitchers/foilage.

After plant packing, each plants well labeled and put inside carton box with additional packing materials as necessary for safe and maximum protection.

**Bare-root plants** are available upon request. All bare root plants need to be treated carefully upon receipt and special care should be given to establish them successfully. Please refer to our instruction manual on [Establishing Your Plants](#) .