

# **RULES FOR COMPLAINTS / CLAIMS REGARDING SEEDS SOLD BY CACTUS-NURSERY.EU**

Every ordering customer acknowledges and agrees with the complaint rules („rules“ only) as written below, and hence every order received by us in electronic or written form considered mandatory and agreed by the customer when sent to us. The customer shall be familiarised with the Cactus-Nursery.eu rules for complaints and claims automatically when sending the order.

The Cactaceae family is a very interesting group of plants having a huge variability, not only of the attractive look of the, but also the productibility from the seed sowing makes this group of plants very unique. From this point of view, this group may easily be divided into two parts as described below with a focus on the growing and sowing requirements:

## **CACTACEAE TYPE A: DIFFICULT SOWING AND GROWING REQUIREMENTS**

Following genera - *Ancistrocactus*, *Ariocarpus*, *Aztekium*, *Austrocactus*, *Austrocylindropuntia*, *Cintia*, *Copiapoa*, *Discocactus*, *Echinocactus* - namely *Echinocactus horizionthalonius*, *polycephalus*;, *parryi*, *xeranthemoides*, *Homalocephala texensis*, *Echinocereus*, *Echinomastus*, *Epithelantha*, *Eriogyne* – large-seed genuine *Eriogyne*, *Escobaria*, *Ferocactus*, *Geohintonia*, *Glandulicactus*, *Grusonia*, *Gymnocactus*, *Gymnocalycium* (only *Muscosemium*, such as *mihanovichii*, *damsii*, etc.), *Harrisia*, *Eriocereus*, *Leuchtenbergia*, *Lophophora*, *Maiuhuenia*, *Maihueniopsis*, *Mammillaria* (only all rarities, and also large-seed – such as *M. thresae*, *M. luethyi*, etc., and also large-flowering species having black seeds and their varieties such as *M. sheldonii*, *M. boolii*, etc.), *Matucana*, *Melocactus*, *Neolloydia*, *Neowerdermannia*, *Obregonia*, *Opuntia* – *Puna* (as well as other members and synonyms of the subgenus *Opuntioideae*), *Pterocactus*, *Oroya*, *Pediocactus*, *Pelecyphora*, *Pyrrhocactus* namely *P. bulbocalyx* and *P. umadeave*, *Sclerocactus*, *Strombocactus*, *Sulcorebutia*, *Tephrocactus*, *Toumeyia*. The species/genera listed above (Type A) require very complicated and difficult handling and special sowing conditions which strongly depends on grower's experiences and skills.

Because of the reasons we described in this Rules, we do not accept any complaints/claims about the germinating rates. Each grower has his own way of storing, cleaning and treating seeds before sowing as well as his method of sowing, different temperatures, soil, humidity etc. during the

germination process. Thus, it is not possible for us to check every growing facility or equipment where our products are to be sown, the conditions under which they are seeded, and thus to assess the satisfactory or unsatisfactory conditions and procedures for the sowing of Cactaceae Type A seeds.

### **CACTACEAE TYPE B – STANDARD AND EASILY GROWING**

Following genera: Acanthocalycium, Astrophytum, Aylostera, Blossfeldia, Cereus, Cleistocactus, Coryphantha, Denmoza, Echinofossulocactus, Echinopsis, Espostoa, Eulychnia, Frailea, Gymnocalycium (all except Muscosemineum), Haageocereus, Hamatocactus, Lobivia, Mammillaria easy-to-grow and more frequent species (except of the species listed as Type A), Medioblobivia, Neoporteria, Parodia, Rebutia, Stetsonia, Thelocactus and all other and not mentioned (easy-to-grow and sown) cacti.

For this case we do not accept any complaint/claim when the germination rate is at least 15 % as minimum and 100 % as maximum for a specific portion.

We accept complaints in cases when the germinating capacity is below 15 %. The customer must support the complaint by attaching a detailed photography along indicated that it is undoubtedly our product ordered from us. These cases will be handled individually, please contact us as soon as possible.

### **MECHANICAL DAMAGE OF THE SEEDS/SHIPMENT**

If a mechanical damage caused by inappropriate packing/handling or transporting (with the exception of a damage caused by the carrier/postal service) occurs, please let us know immediately. This claim must be placed up to 14 days after receiving the delivery and must be documented by photography indicating that the product has been ordered and sent by us.

### **CONCLUDING NOTES**

Because the products we sell are very special botanical material with a very limited shelf-life which strongly depends on the storage conditions, all claims/complaints must be reported to us up to max. 90 days (3 months) after receiving the shipment (unless stated otherwise).