

THE BUSINESS OF SELLING FLOWERS

The Business of Growing Flowers Course Module 5 - Managing customers and suppliers Lesson 1 Understanding Terms and conditions

For each of the following situations, identify for yourself how you know what terms and conditions apply - eg what are the rights and obligations for each party, and how do you know about them? Also consider how you feel about the other party in each of these scenarios.

1. You buy a loaf of bread from a supermarket. What terms and conditions are in place for you and for the supermarket and how do you, as a customer, know about them?
2. What if you buy a loaf of bread from a farmer's market?
3. You now buy a microwave from a shop. What terms and conditions are in place for you and for the shop and how do you, as a customer, know about them?
4. What if you bought the microwave on-line? What difference does it make?
5. What if you choose a carpet and order it from a fitter? They ask for a deposit now, with the remainder due two weeks before they fit it. When is the contract formed? How do you find out about terms and conditions and when?
6. You book onto a workshop run by a well known tv gardening expert. When you get there, someone else is running the workshop. Is this fair? Can you ask for your money back? How do you find out?
7. You, as a business, order a box of flowers from a wholesale supplier. When is the contract formed, when do you pay, how do you find out about the terms and conditions in the contract?
8. In the above scenario, you have ordered flowers two weeks before a market that you are planning to sell at. At the beginning of the week, you see that the weather forecast is awful and so you decide not to do the market. Can you cancel the flowers? How do you know?
9. What if it's the company who operate the market who decides to cancel rather than you? Does this make any difference and how do you know? Will you be able to claim from the market company? How do you know?
10. You supply and set up a wedding, using your own bottles and jars. When you go to clear up, none of them are to be found. The venue says the wedding party took them all with them. Who is at fault? What can you do?

If there are any of these that you are finding difficult to answer, then you might find some of the answers in the rest of the lesson. If you still don't know, then ask us in the discussion at the end of the lesson.