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## BIOCONTROL AGENTS PURCHASE AND RETURN POLICY

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**PROCEDURE NAME: BIO CONTROL AGENTS PURCHASE AND RETURN POLICY**

**DATE ADOPTED: JANUARY 2018**

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### **PURPOSE**

To ensure a transparent and accountable process for the purchase of bio control agents.

### **DEFINITIONS**

**Bio Control Agents** – Beneficial insects and beneficial nematodes.

### **POLICY**

Bio control agents are harvested from the Insectary once ordered to ensure the freshest product possible. As such once the order has been confirmed with the insectary we are unable to cancel it and the product will be charged to the client who placed the order.

Where a Bio control agent is deemed unviable upon delivery the product will be replaced at no additional charge to the client.

### **PRINCIPLES**

Natural Insect Control (NIC) will ensure that:

- Fresh Bio control agents are sourced whenever possible, unless otherwise directed by the client.
- Bio control agents will be delivered alive and viable.
- NIC staff must have the appropriate level of training, or equivalent experience for their level of procurement involvement relative to Bio Control Agents.