

## **Terms and Conditions of Sale**

### **PRICES**

All prices shown on our website are exclusive of delivery costs. Please contact us to receive a quote for delivery either by email or telephone.

### **SUPPLY OF PRODUCTS**

All plants listed on our website include where possible a price and description. We try to give as clear and accurate a description of the plants we are selling as possible. In most situations, photographs of the actual plants available for purchase are provided on the website. However as plants are a natural product, there will invariably be variations in size, colour and shape between individual plants.

### **DELIVERY**

We deliver to most of the UK. Deliveries are usually dispatched within 3 working days of receiving an order and cleared payment. We cannot deliver over weekends (except for local deliveries).

Deliveries are sent either by a Pallet Network courier (for large orders) or using a normal courier service. We will notify you on our quote if delivery is likely to require a pallet courier.

Orders sent via a Pallet Network Courier will be on a next day delivery service. The plants will be carefully packed into timber crates and will arrive on a small lorry with a tail lift. The driver will unload the plants only to a kerbside position in the crate using a pallet truck. If you have any concerns about accommodating such a vehicle, please contact us prior to ordering.

Smaller orders will be sent via an overnight courier on a next day service. These deliveries will require a signature for the driver to leave the consignment. Therefore, if there is a chance that nobody is going to be in to sign for the trees, a signed note can be left for the driver instructing where the parcels can be left in a safe place, (with a neighbour / in the back garden, etc). The driver will need to take this note as proof of delivery. Tracking details for these consignments will be sent by email when the order has been dispatched.

Delivery will be made to the address provided by the customer with their order. We cannot except liability for damage or loss of any goods as a result of incorrect delivery details being provided.

### **COLLECTIONS**

Customers are welcome to come and collect plants that have been ordered from the nursery. If you would prefer to collect, please contact us before-hand to arrange a collection time. Please don't just turn up as we are a specialist mail order business and not a garden centre therefore are not open to the general public.

## **PREPARATION FOR THE ARRIVAL OF YOUR PLANTS**

Deliveries of plants will normally be during the week and not at weekends. Therefore you may not be in a position to plant immediately or the weather may be restrictive of planting. To ensure your plants do not deteriorate before planting, we recommend that for pot grown or rootball plants. The plants are unpacked as soon as they are received and stood up in a sheltered position and watered if they appear dry, until you are ready to plant them.

Bare root plants will require to be heeled in if they are not to be planted straight away. This will require the preparation of area of cultivated soil. Dig a trench big enough to accommodate the roots laid as closely together as possible. When the plants arrive, unwrap them and if the roots are dry, soak the roots for up to two hours in water. Bed the plants into the prepared area and cover the roots with soil, firm in lightly with your foot and water the soil if it is dry. The plants can remain in this state until you are able to plant into their final place.

## **DAMAGES, NON DELIVERY & CANCELLATIONS**

All plants are inspected before dispatch and all due care and attention is taken to ensure your plants are delivered on time and in good condition. However, accidents do occasionally happen and we therefore recommend that the plants are unpacked and checked as soon as possible after delivery and we are notified of any damages or shortages within 3 working days.

Complaints regarding the condition of plants must be made within 3 working days and you may be asked to provide a photograph as proof of damage. We will make every effort to try and resolve your complaint, and providing the plants have been kept in a suitable place, cared for and watered appropriately. We will then arrange for either a refund for the value of the plants damaged or for the plants to be returned to us and replacements issued.

We understand that sometimes, due to unforeseen circumstances orders may require to be cancelled. In such instances, please contact us by email to inform us of the cancellation and secure a confirmation of your cancellation from us. Any orders that are cancelled after the plants have been dispatched will require to be returned to us and received in good order before any refund is issued. Any refund on late cancellations will be less any costs for our courier collecting the plants from you and returning them to us.

## **PLANTING AND AFTER CARE INSTRUCTIONS**

We will send a copy of our plant care guide with all orders, This can be either as a printed copy or an email attachment. This will provide some useful information on preparation, planting and aftercare etc. Should you have any further queries, please contact us to discuss.