

Terms and Conditions

Please read the following terms and conditions. We think they are here for valid reasons and they are not just boring legalese. They will let you know how your order is handled and payment taken. We are not a warehouse or plant factory so processing will be handled differently to the “big name” on-line providers. The delivery section is also important. We always strive to meet high standards and the following will also explain our policies on the rare occasions where a problem occurs.

Order Processing and Dispatch

Once your order has been placed through the shopping cart you will receive an automatically generated email showing that the transaction was successful. If you have made an e-mail enquiry / order a member of our sales team will contact you.

All orders are accepted subject to the plants in your order being available for sale at the time of order. If we cannot supply the exact plants you have ordered, we will offer a substitute in size or variety / species. If neither is suitable we will not take your card payment. Alternatively if you wish to wait until the plants you have selected have grown on we will notify you when they are ready. Please be aware that there may be times where plants are shown as “in stock” but upon checking we find they are unavailable for sale.

If there are any issues to discuss with your order we will contact you within 3 – 5 working days.

Orders are processed as soon as possible after placement. As we are a working nursery and not a warehouse, we would be grateful for your acceptance that we cannot provide a 24 or 48-hour turnaround. We are organised to dispatch once weekly on a Wednesday and sometimes in addition on Tuesdays. Once processed, your order will be included in the next available dispatch day. At busy times or due to poor weather conditions, we may not be able to pick and dispatch the Tuesday or Wednesday following the processing of your order. Once your order is dispatched we will email you to let you know it is safely on its way.

Please contact us if you require your order by a specific date and we will endeavour to accommodate your request. If you would like your order dispatched on a different day to our usual Tuesday or Wednesday, please note that we will need to pass on the additional staff and courier costs. We advise against dispatching on Thursdays due to the risk of your parcel being stuck in the courier system over the weekend if next day delivery fails. Saturday delivery attracts an additional charge.

Bare root orders are only dispatched during the planting season of November to April and the specific dates will be advised each year. If your order contains a mixture of bare root and container grown plants and you place your order outside this period, we can treat your bare root order as a pre-order for the

next season. Your container grown plants can still be dispatched to you but we will need to charge additional postage for two deliveries. You can ask for your whole order to be dispatched as one in the bare root season. Container grown plants can be dispatched all year round.

As part of the normal nursery growing process plants are often cut down to promote healthy bushy growth. Please be aware that if your order is dispatched shortly after this has happened, your plants may not look as you expected and you will need to wait for re-growth. If you have any doubts or questions about this, please contact us.

Payment and security

We accept all major credit and debit cards through Sage Pay and can receive payments via your PayPal account. We also accept telephone payments using your card. We accept payment by cash if you call at our nursery. We are unable to accept cheques unless your order is collected or dispatched after the cheque has cleared.

All credit card processing is handled securely by Sage Pay the leading online payment service. We do not hold any information concerning your financial details. Using the Shopping Cart on this web-site, you will enter your credit / debit card details directly onto the secure Sage Pay site.

Deferred payments

We treat certain types of web sale orders differently. If you make a pre-order for the forthcoming bare root season, we will take payment immediately and reserve the stock for you until the commencement of the season. For remaining types of order we treat your payment as deferred. This means that although you authorise payment, we will not take it until we have confirmed that your plants are ready for dispatch.

Cancellations

We can accept (without cost to you) cancellations of your order up until the day before your order is dispatched. Please advise us by telephone or email. If you wish to change your order and it is already in the picking system, it might not be possible to dispatch on the day already advised. In these cases it will be delayed until the following dispatch day. If you cancel your order after it has been dispatched you will be responsible for the cost of the outward and return courier.

Delivery

All orders are delivered via courier, unless we advise otherwise. If there is no one to sign for the parcel, the courier will leave your item in a safe place unless you tell us otherwise. If you have a specific place you would like your parcel left, please tell us and we will pass it on to the courier.

All orders are specially and securely packaged to keep the root system moist and arrive at your door safely. We often use straw for protection so parcels

are best unpacked in sheltered conditions outside. A lot of customers then put the straw on their compost heap or use as animal bedding!

We will contact you if your order is too large to be delivered via parcel couriers. If this is the case we use a pallet service or individual specialist courier.

If your order is delivered via pallet service, the terms and conditions we have with the companies mean they are only required to deliver the pallet to the "kerbside". The drivers are not installers. Please do not expect the driver to get the pallet to the final destination. Depending on conditions the driver may get closer but this will be down to his goodwill and judgment. Please ensure you have arrangements in place should the plants need to be transported beyond the dropping point.

In remote countryside or where access is very restricted you may find that our normal courier vehicle cannot reach your front door and your parcel will need to be left at the nearest point. If you anticipate any such problems it would be helpful if you can let us know and we can pass details onto the courier.

At present, our courier restrictions mean that we cannot dispatch to destinations beyond the UK mainland within our standard delivery charge. Unfortunately delivery to Scottish Highlands is also beyond our standard delivery charge and we will need to pass on the surcharge. If you need delivery to Northern Ireland, Scotland Islands, Isle of Man, Isle of Wight & Channel & Scilly Islands, we will need to work with you to select a bespoke courier. This will necessarily result in an extra cost to you. Please contact us to quote. We only ship to the UK; no orders for delivery outside the UK can be taken.

Collection

You are welcome to collect your order from the nursery by prior arrangement. You can visit us between 9am – 4pm weekdays and 10.30am – 4.00pm Saturday and Sunday. Please note we are closed at weekends in July.

Your Guarantee and Returns

We believe our stock to be premium quality. Our plants leave us in good condition and should reach you in the same condition. Your plants are living goods and will deteriorate in their packaging so please unpack them as soon as possible after delivery to prevent deterioration. We care about our plants and our customers so if there are any problems on arrival or you are unhappy with your order we will work with you to resolve it. Please notify us with relevant photographs within 2 days of arrival. This is also to be fair to you as if the plants are left longer it will be difficult to determine the cause of the problem. In the meantime we request that you look after the plant(s). We might ask you to return the order in the same packaging that it left us in so

please always keep the packaging until the matter is resolved. We will issue a refund once the plants are returned.

Transit Damage

If your order is damaged in transit we will require pictures of the damage to the plants and the damage to the packaging. Please always keep the packaging until the matter is resolved.

Responsibility

You are now responsible for planting and the after care of your plants. We provide helpful instructions to assist with this [click here](#). We will not be responsible if your plants have not been correctly planted or cared for. However, we are always here to help, so if you do have problems or they appear not to be thriving, please contact us and we will try our best to give advice. We cannot take responsibility for the plants if they have been with you for more than 3 months. Please see below for our bare root plant policy.

Bare root plants

If you are planting a hedge with bare root plants some losses can be expected. If you're having trouble with your bare root plants not coming into leaf during the following spring please let us know and we will do our best to help. The preferred way is to send us a picture of the whole plant with the area it is in, the base of the plant and a close up of any problem leaves. We will contact you as soon as we can with any helpful advice or in some circumstances replacement plants; we may ask you to cover the cost of delivery.