

PELHAM PLANTS NURSERY LTD

Welcome to our mail order service. *Many thanks for supporting our independent, traditional nursery.*

How make an order.

Simply select plants from the separate availability list and email your request to us at the to the pelhamplants@gmail.com address. Please make sure you include your full contact details and delivery address. Small orders can be taken over the phone on 07377 145970, but if possible please use email. Do not send any money at this stage.

Order process.

We will acknowledge receipt of your email order within 24hrs. We aim to pick out your order and email you the invoice promptly. Please follow the payment guidance on that invoice. Multiple secure payment methods are possible, including BACS transfer and credit card, but we do not accept cheques. Despatch will not take place until payment is received.

Please allow up to 14 days from receipt of your order for despatch although we will endeavour to deliver your order to you as soon as possible, weather permitting, and in most cases we will send within a week. We will contact you at times of high demand if delays are likely.

Local deliveries

We are experienced at delivering locally. This saves on packaging and ensures your plants arrive in the best condition possible. Local deliveries are charged by mileage only, at 40p/mile for the round trip from the nursery in Laughton, Lewes. This is calculated using google maps. Your invoice will show the delivery charge. You will be notified separately of a delivery day. For example, delivery to Forest Row, Eastbourne Pier, or Brighton Pier would typically cost £12.50, but to Lewes Castle only £5.50.

UK wide delivery

- For deliveries we use a next day or two day, trackable courier service although some smaller packages may be sent by Royal Mail and orders to some areas make take longer.
- Unfortunately we are unable to send to Northern Ireland, UK island postcodes or to The Channel Islands or addresses outside of the UK at present.
- Our packing and delivery charges:

Order value up to £50, delivery £12.50

Order value £50 up to £100, delivery £15.00

otherwise, please ask for a quote.

We take great care to pack your purchases to allow them to travel safely. You will appreciate that on receipt of the parcel it is good practice to carefully remove all plants and give them a water. Place in a cool shady place for a few days to help them recover fully. Plant out as soon as you are able.

To reduce plastic wastage, we will often remove a plant from its pot and wrap in paper. This will do the plant no harm, reduce plastic waste, and also allow better packing and safer transit. These plants must be potted up or planted out immediately on receipt.

We are very proud of the range and quality of plants that we offer. Please call us within 3 days if you have any questions or concerns about the plants you have received.

Paul Seaborne, Pelham Plants Nursery Ltd

Terms and Conditions

Delivery of Orders

We reserve the right to change the rates we charge for postage and packing. Customers who ask for plants to be left unsigned do so at their own risk.

Plant condition

Please note that at certain times of year some plants will be dormant and may not therefore be in active growth. The timing of this may be different for certain plants; for instance while most are dormant in wintertime, some have a period of dormancy in summer. As we try to send out year round, it may be that your plants arrive in their dormant state, which is entirely normal.

Equally we may cut plants back prior to sending, normally to remove old foliage or faded flowers. Occasionally we may cut back to remove soft, easily damaged growth, should we do this it will only be to protect the plant in transit and in the knowledge that it is able to quickly recover.

Availability

We try to make sure that the plants listed on our website are in stock and that once sold out they are removed from the list until they become available again. However, while we endeavour to keep the on-line list up-to-date there may be times when an item that you ordered is sold out. We will notify you should such a situation occur. It is our policy not to substitute plants if something is out of stock. However if you wish to suggest alternatives if this were to happen then please do so. We reserve the right to withdraw stock from availability or change prices without notice.

Returns

Returns are generally not accepted. However, should you consider our goods and services to be defective or sub-standard, please email us at pelhamplants@gmail.com or call the nursery number 07377 145970.

We will replace, issue a credit note or refund plants that do not meet your expectations if reported to us within 3 days of receipt. We may ask you to provide a photo or return the plant or plants that you are not happy with. We will refund your return postage cost if the plants supplied do not meet the standard we would expect them to be in upon receipt.

We will not replace any plant that has died due to poor horticultural care or due to extremes of weather.

Privacy

We are committed to respecting your privacy. This means that your personal information will not be disclosed to third parties and will only be used by us for the purposes of processing your order.

On Receiving Your Plants

Open the parcel immediately and remove the plants. After checking them carefully we suggest that they are planted immediately. However should this not be possible then we recommend that you water them and stand them in a cool, sheltered place out of doors.

If the parcel has been held up and remained unopened for several days then the plants may look etiolated. In this case keep the unpacked plants in a light, frost-free position to acclimatise. This may take several days.