



PELHAM PLANTS NURSERY LTD

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

CHARGES

A packing and delivery charge of £12 is applied per order regardless of size.

WEBSHOP - HOW TO PLACE AN ORDER

Plants may be purchased from our webshop any day of the year.

WEBSHOP - DESPATCH

Plants ordered **April – September** may require some cutting back before packing. Please allow up to 10 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.

Orders received **October - March** will be checked and cared for at the nursery during winter. Web orders are confirmed automatically by the website and plants are reserved without payment. You will not be contacted again until we send a Payment Request email when plants are made ready for packing. Despatch will take place after payment is made via the secure online payment link in the email. There is no need to contact us during this period, your online order is reserved and awaiting our main despatch period of March, April and May. We only despatch in winter on request, and at your own risk.

ACCESSING THE WIDER CHOICE IN THE CATALOGUE

Our new WebShop is exciting development but currently has a limited range. If you want to order something from the wider choice listed in the printed catalogue, please email us at pelhamplants@gmail.com or call us on 07377145970 and we will confirm availability, prices and likely delivery schedule. Small batch sizes and rapid stock turnover can mean stocks are limited or you may have to await new availability.

PACKAGING

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.

MAINLAND BRITAIN 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 may 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.

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 by arrangement and typically charged by mileage. This is calculated using Google maps. Your invoice will show the delivery charge. You will be notified separately of a delivery day. Charges are at 50p/mile for the round trip from the nursery in Loughton, near Lewes. For example, delivery to Forest Row, Eastbourne Pier, or Brighton Pier would typically cost £18, but to Lewes Castle only £7.50. Where deliveries can be combined charges may be lower.

We are very proud of the range and quality of plants that we offer. Please call us within three 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 winter, some have a period of dormancy in summer. As we try to send out March - September, 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 our WebShop up-to-date there may be times when an item that you ordered is sold out or of too poor quality to send. We will notify you should such a situation occur. It is our policy not to substitute plants if something is out of stock. 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 three days of receipt. We may ask you to provide a photo or to 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 pale or etiolated. In this case keep the unpacked plants in a light, frost free position to acclimatise. This may take several days.