



# Terms of Business

## Timing Of Despatch

Except at times of drought or extreme cold, orders will normally be despatched within 5-10 working days from receipt. In the very busy spring season it may however take up to 15 working days from receipt until despatch.

We will only acknowledge receipt of individual orders if there is likely to be a longer delay in fulfilling your order caused by seasonal factors, crop failures or temporary shortages. If you do want to check that your order has been received please provide a return e mail address or enclose a s.a.e.

## Payment

Payment may be made by any major recognised Credit Card or Switch Card except *Diners Card* and *American Express*. Payment will be taken at the time of ordering on our website. You will then be refunded at the time of despatch for any plants not supplied. Where orders are placed by telephone or by post, payment will only be taken from your credit card after despatch has actually taken place. In this situation, you will not therefore be charged for any plants which cannot be supplied.

## Substitutes

Where possible close substitutes will be sent for any items unavailable at the time of despatch **unless** you advise us that substitutes are not acceptable. Please specify your alternative choices if you so wish. Where orders are prepaid by cheque and no close substitute is available due to scarcity, seasonal factors or stock shortages a refund for the plant(s) and any carriage and packing (if appropriate) will be made shortly after despatch.

## Split Deliveries

Where we are obliged to split an order into two separate despatches for reasons beyond our control (e.g. where the order contains open ground grown plants, tender herbaceous plants or autumn bulbs **as well as** pot grown shrubs) a separate advice will be sent to you with the first despatch. Additional carriage and packing charges may be payable in such circumstances on the second consignment.

## Size Restrictions

Trees or taller plants can only be sent by guaranteed overnight courier due to Parforce size restrictions. Trees of over 3 metres in height may have to be pruned to comply with new courier size restrictions or there may be an additional carriage cost. If this is the case we will contact you first.

## Carriage Surcharges

Orders for Northern Ireland, the Highlands and Islands of Scotland, Channel Islands, Isle of Wight, Isle of Man and Isles of Scilly will be subject to a carriage surcharge.

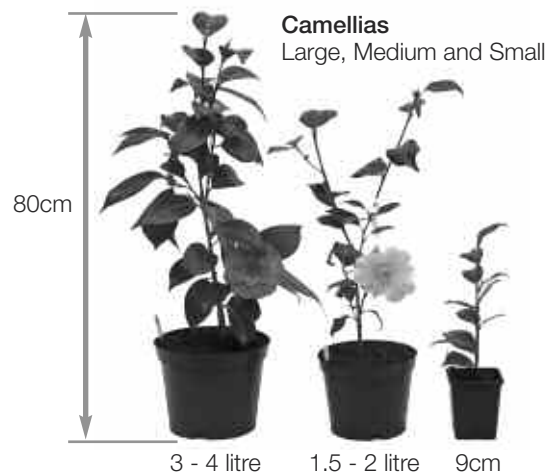
Exceptionally heavy parcels may also result in additional carriage charges.

For full Terms of Business please visit our website:  
[www.burncoose.co.uk](http://www.burncoose.co.uk)

## Guarantee

*We guarantee to replace or refund the cost of plants which fail to survive for a reasonable period of time after delivery providing they have been cared for correctly after the delivery and the blame can fairly and reasonably be attributed to the nursery rather than to extremes of weather or other hazards beyond our control.*

# Pot Sizes



Almost all of our herbaceous plants are grown in 1.5 or 2 litre pots. The vast majority of our shrubs are grown in 2 or 3 litre pots and sometimes even larger pots particularly later in the season.

All our half-standard trees are grown in 7.5 litre, 10 litre or 15 litre pots and sometimes in even larger pots. What we mean by 'Large' and 'Specimen' sized plants is explained in more detail where relevant in different sections of the web site and catalogue (e.g. acers, magnolias & camellias).

We do not offer for sale or send out tiny plug plants or small liner plants.

If we only have in stock plants which are in smaller pots and smaller in size than the normal price quoted and the standard size in our catalogue we will always reduce the price accordingly and make this clear on the delivery note.

If you need more information on specific pot sizes please call us on: 01209 860 316

# GIFT VOUCHERS

**National Gardens Plant Gift Tokens** may be used in full or part payment of any plant order from Burncoose Nurseries (including carriage and packing).

Plant Gift Tokens may also be purchased from the nursery or by mail order on the order form overleaf in multiples of £1, £5, £10, £20 or £25.

