Terms of Business

Timing Of Despatch

Except at times of drought or extreme cold, orders will normally be despatched within 3 - 5 working days from receipt. In the very busy spring season it may however take up to 5 - 10 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 email address or enclose a s.a.e.

Payment

Payment may be made by any major recognised Credit Card or Debit 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

With your agreement close substitutes will be sent for any items unavailable at the time of despatch **unless** you advise us that you prefer a refund instead. Please specify your alternative plant choices if you so wish. Where orders are prepaid on our website 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 possible, split deliveries will be despatched with no additional carriage and packing charge.

Additional carriage and packing charges may be applied in unforeseen circumstances. E.g. adding additional plants to an outstanding order.

Size Restrictions

Specimen or Half Standard (H/Std) trees or taller plants can only be sent by guaranteed courier at the higher cost due to size restrictions. Trees of over 2.2 meters in height may have to be pruned to comply with current courier size restrictions or there may be an- additional carriage cost. If this is the case we will contact you first.

Carriage Surcharges

Unlike some of our competitors we are prepared to deliver to Northern Ireland, the Highlands and Islands of Scotland, Channel Islands, Isle of Wight, Isle of Man and Isles of Scilly. These orders are however subject to a Carriage Surcharge in addition to our standard UK carriage and packing costs for smaller orders. Larger orders over £320 can only be sent by pallet at the rates quoted here.

Surcharges to be added to our standard C&P rates

(12.5% of cost on orders over £320)

Northern Ireland postcodes

Up to £89.99 add £10 surcharge
£ 89.99 to £219.99 add £40 surcharge
£219.99 to £320.00 add £50 surcharge
Orders over £320.00 add £60 surcharge

Highlands postcodes

Up to £89.99 add £10 surcharge
£ 89.99 to £219.99 add £15 surcharge
£219.99 to £320.00 add £25 surcharge
Orders over £320.00 add £45 surcharge

Scottish Islands postcodes

Up to £89.99 add £15 surcharge
£ 89.99 to £219.99 add £30 surcharge
£219.99 to £320.00 add £40 surcharge
Orders over £320.00 add £65 surcharge
Shetland & Orkney: nothing over £90 can be sent (ie £15 surcharge as above)

Isle of Wight

Up to £89.99 add £10 surcharge
£ 89.99 to £219.99 add £30 surcharge
£219.99 to £320.00 add £40 surcharge
Orders over £320.00 add £65 surcharge

Isle of Man

Up to £89.99 add £25 surcharge
Orders over £90.00 contact us for a quote

Isles of Scilly

Up to £89.99 add £10 surcharge
£ 89.99 to £219.99 as per web standard UK rate
£219.99 to £320.00 as per web standard UK rate
Orders over £320.00 as per web standard UK rate
(To dockside at Penzance) Please supply us with your Isles of Scilly Steamship Company account code in the special instructions box

Channel Islands

Up to £89.99 add £15 surcharge
£ 89.99 to £219.99 add £35 surcharge
£219.99 to £320.00 add £40 surcharge
Orders over £320.00 contact us for a quote

For full Terms of Business please visit our website:

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.

CAERHAYS ESTATE

BURNCOOSE
GWENNAP
REDRUTH
CORNWALL
TR16 6BJ

BURNCOOSE NURSERIES

ORDER FORM

Tel: 01209 860316
Website: www.burncoose.co.uk
Email for Order Information: orders@burncoose.co.uk
Email for General Enquiries: info@burncoose.co.uk
VAT No. GB 383720347
Passport No. UK/EW: 1504

NAME AND DELIVERY ADDRESS

(Capitals please) ....

....

....

County .... Postcode ....

Tel. No. in case of queries regarding delivery

home ....

office ....

mobile ....

email ....

INVOICE ADDRESS (If different)

....

....

County .... Postcode ....

A. If out leave delivery in this secure location:

....

B. If out leave delivery with neighbour at:

....

DESPATCHED (for Office use)	QUANTITY	NAME & VARIETY OF PLANT (please indicate size where applicable eg:Small/Large/Specimen)	PRICE EACH (inclusive of 20% VAT where applicable)	TOTAL £

Please tick the appropriate box

☐ I will accept the next closest substitute if any of these plants are unavailable at the time of despatch
☐ I require a refund if any of these plants are unavailable at the time of despatch
☐ Provided I am informed of the timescale involved I am happy to wait for the despatch of my order until all the plants are available

SUB TOTAL	
Please select your choice of delivery method — A	
B	
FINAL TOTAL	£

Payment Method Please tick the appropriate box

☐ Cheque - Payable to: **Burncoose Nurseries**

☐ Visa ☐ Mastercard ☐ Delta ☐ Maestro

Card Number ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry Date ☐☐ ☐☐

Security Number ☐ (last 3 digits on reverse of card)

Card Holders Name:

Card Holders Signature

Date

UK Mainland Carriage & Packing Charges 2018

COST OF ORDER	Ⓐ Smaller Orders Guaranteed (Weekdays only) (fully insured)	Ⓑ Courier Guaranteed (Weekdays only) (fully insured)
Under £49.99	£13.50	£20.00
£50.00 - £89.99	£14.50	£22.00
£90.00 - £219.99	Not Available	£27.00
£220.00 - £320.00	Not Available	£32.00
Over £320.00	Not Available	12.5% of cost of order

WE AIM TO DESPATCH YOUR ORDER WITHIN 3-5 WORKING DAYS (EXCLUDING WEEKENDS AND PUBLIC HOLIDAYS). THIS MAY EXTEND TO 3-10 WORKING DAYS DURING OUR BUSY SPRING PERIOD. POSTCODE RESTRICTIONS APPLY. **TREES AND TALLER SHRUBS CAN ONLY BE SENT BY COURIER AT THE HIGHER COST.**

If you would **not** like to be included in future mailings by Burncoose or Caerhays Estate please tick here ☐

Please send a FREE catalogue to: ....