NAME AND DELIVERY ADDRESS

(Capitals please) ____________________________________________________________

__________________________________________________________________________

County __________________________ Postcode __________________________

INVOICE ADDRESS (if different)

__________________________________________________________________________

__________________________________________________________________________

County __________________________ Postcode __________________________

**A. If out leave delivery in this secure location:**

__________________________________________________________________________

**B. If out leave delivery with neighbour at:**

__________________________________________________________________________

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: GB 1504

Please send a FREE catalogue to: ____________________________________________
If you would like to be included in future mailings by Burncoose or Caerhays Estate please tick here ☐

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

### UK Mainland Carriage & Packing Charges 2021

<table>
<thead>
<tr>
<th>COST OF ORDER</th>
<th>A. Smaller Orders Guaranteed (Weekdays only) (fully insured)</th>
<th>B. Courier Guaranteed (Weekdays only) (fully insured)</th>
<th>FINAL TOTAL £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under £49.99</td>
<td>£13.50</td>
<td>£20.00</td>
<td></td>
</tr>
<tr>
<td>£50.00 - £89.99</td>
<td>£14.50</td>
<td>£22.00</td>
<td></td>
</tr>
<tr>
<td>£90.00 - £219.99</td>
<td>Not Available</td>
<td>£27.00</td>
<td></td>
</tr>
<tr>
<td>£220.00 - £320.00</td>
<td>Not Available</td>
<td>£32.00</td>
<td></td>
</tr>
<tr>
<td>Over £320.00</td>
<td>12.5% of cost of order</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Plant Pictures
All pictures are for illustrative purposes only. The sizes of individual plants may, of course, vary through the course of the year.
The actual condition of individual plants may of course vary depending on the time of the year, the weather and growing conditions at that time.
All plant pictures are copyrighted Burncoose, or we have been given permission by the copyright holder to use.
No rights are given to download any of our pictures and use them for professional use without our consent.

Timing Of Despatch
Despatch of orders for most of the year will normally be within 3-5 working days from receipt. From March to June, during the busy Spring season, orders may take up to 3-10 working days from receipt to the time of 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, adverse weather or temporary shortages.

Payment
Payment may be made by any major recognised Credit Card or Switch Card except Diners Card. Card payments will be taken at the time of ordering on our website. You will then be refunded, shortly after despatch, for any plants not supplied.
Where orders are placed by telephone or by post, payment will also normally be taken from your credit card at the time of ordering and any refund issued shortly after despatch for any plants which cannot be supplied.
Cheques should be made payable to ‘Burncoose Nurseries’ and will also be cashed at the time of receipt, any refund will be issued if necessary shortly after despatch.
All prices (where applicable) include Value Added Tax at the rate of 20%. Plants with edible fruits are zero rated for VAT purposes.

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. Where orders are prepaid on our website or 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
We will not charge additional carriage and packing on split deliveries caused by plant shortages (where no close substitute is available) or other factors which are our fault.
If your order is delayed a little because of the growing season or short term unavailability of a particular plant (or plants), we will always contact you to explain the reasons for the delay or offer close substitute plants where we can.
In all other cases split deliveries will be charged at normal carriage and packing rates.

Size restrictions
Specimen or Half Standard (H/Std) trees or taller plants can only be sent by guaranteed overnight courier at the higher carriage rate. Trees of over 2.2 metres 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.

Cancelling the Contract and Returns
If you wish to return an item which you have received, you have up to 28 days to return it to us. You must contact us in the first 14 days in writing (an email is fine) to advise that you intend to return it. It must be returned in the same condition that you received it. Please include your order number, name and address. Also the reason for return inside the box. Once we have received your return, in good condition, your refund will be processed within 7 working days.
As with returning orders to a shop it is your responsibility to arrange and pay for the return of any goods that have been supplied correctly and are not at fault. We will not pay the costs of returning an item to us.

For full Terms of Business please visit our website: www.burncoose.co.uk