



# Terms of Business

ALL ORDERS ARE SUBJECT TO THE TERMS AND CONDITIONS PRINTED BELOW.

ALL PRICES QUOTED IN THIS 2023 CATALOGUE INCLUDE VAT WHERE APPLICABLE.

THESE TERMS OF BUSINESS CANCEL ALL PREVIOUS VERSIONS. PLEASE SEE WEBSITE FOR FULL DETAILS: [www.burncoose.co.uk](http://www.burncoose.co.uk)

## 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 5 - 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.

Prices may change throughout the year please see the website: [www.burncoose.co.uk](http://www.burncoose.co.uk)

## 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 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.

Until we receive the goods you are returning, they are your responsibility. We recommend you use a recorded delivery service, or a courier with tracking.

If the item has been damaged upon return, we reserve the right to withhold a percentage of the refund value if the item needs to be reduced in price for resale.

## Carriage Surcharges

Unlike some of our competitors we are prepared to deliver orders to Northern Ireland, The Highlands and Islands of Scotland, Channel Islands, Isle of Wight, Isle of Man and The 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 £320.00 can only be sent by pallet at the rates quoted on the current delivery charges page.

Exceptionally heavy parcels or split deliveries may also result in additional carriage charges.

## Northern Ireland postcodes

Up to £89.99 add £25 surcharge  
£ 89.99 to £219.99 add £40 surcharge  
£219.99 to £320.00 add £50 surcharge

## Highlands postcodes

Up to £89.99 add £15 surcharge  
£ 89.99 to £219.99 add £25 surcharge  
£219.99 to £320.00 add £32 surcharge  
Orders over £320.00 add £45 surcharge

## Scottish Islands postcodes

Up to £89.99 add £25 surcharge  
£ 89.99 to £219.99 add £40 surcharge  
£219.99 to £320.00 add £50 surcharge  
Orders over £320.00 add £75 surcharge

## Shetland & Orkney

£ 0.00 to £89.99 add £25 surcharge  
£90.00 to £219.99 add £40 surcharge

## Isle of Wight

Up to £89.99 add £14 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 £37.50 surcharge  
Isle Of Man: nothing over £90 can be sent

## 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 £25 surcharge  
£ 89.99 to £219.99 add £50 surcharge  
£219.99 to £320.00 add £60 surcharge  
Orders over £320.00 contact us for a quote

