



PERRIE HALE NURSERY

Northcote Hill, Honiton, Devon, EX14 9TH

Tel: 01404 43344 Fax: 01404 47163

Email: sales@perriehale.co.uk

Website: www.perriehale.co.uk

VAT REG. No. 141 1772 94

PLANT PASSPORT No. UK/EW22982

Terms and conditions:

The placing of an order will be held as acceptance of the conditions stated below:

Price:

Prices are wholesale, ex-nursery and subject to VAT at the current rate. Our VAT REG. number is 141 1772 94.

Prices may be altered during the season if we need to buy in extra stock, if prices increase between the date of the order and the date of dispatch we will inform you and check the price is acceptable to you. If not you are entitled to cancel your order without charge.

All plants are offered subject to being unsold on receipt of a firm order

Settlement of Accounts:

For orders collected from the nursery - all orders must be paid for on collection either by cash/cheque or credit/debit card (we do not accept AMEX)

When ordering for delivery you are entered into a contract with Perrie Hale Nursery and are obliged to make payment. All orders are to be paid for in full before dispatch, when paying online this is through the Paypal merchant using a credit, debit card or your paypal account.

For approved customers only, settlement is due within 30 days of the date of the invoice

We reserve the right to charge 2.5% per month on overdue accounts

it is understood that the legal title to the goods supplied does not pass to the customer until full payment is received by ourselves, once title has passed the customer is responsible for the care and maintenance of the plants

Stock:

We try to give a clear description of the plants we are selling. However, plants inevitably vary in size, colour and shape between specimens. The information and images are for guidance.

Plant sizes are approximate, we make every effort to make sure they are at least the minimum in the size range stated. If when the plants are graded they are significantly different we will call you to discuss whether you wish to accept the smaller/larger size.

If we discover that the plants are not available we will try to source them, if we cannot obtain them we reserve the right to cancel the order and make a refund if needed.

Returns and cancellations:

We carefully inspect our plants before we dispatch them, however very occasionally things may go wrong, please ensure you contact us within 7 days on 01404 43344 or sales@perriehale.co.uk to notify us of any problem, We may ask you to send us a photograph to verify the condition. We will do our utmost to resolve any complaints, if you wish to return the plants to us you must return them within 7 days to be replaced or for a full refund to be issued. A refund will be issued within 14 days of the receipt of the returned item.

In accordance with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, there is no automatic right to cancel your order after it as been despatched unless there is a problem with the quality of the item or it does not match the item description, this is because live plants can deteriorate quickly. particularly when they are bare-rooted. If you have changed your mind about your order (after despatch) we will do our best to accommodate you so please do call us, you will need to arrange and pay for the return of the item after discussing this with us.

Delivery:

Please make sure your delivery address is correct and in full. If you wish the courier to leave your plants somewhere safe, please email us on sales@perriehale.co.uk for us to inform the carrier. We aim to dispatch all orders within 7 - 10 working days, in rare instances such as very bad weather (when we cannot lift the trees from the field) it may take longer, we will contact you to inform you of this.

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