

PLEASE READ THESE PAGES

Terms of business

and other introductory matter for mail order and retail

This combined list of clematis and other plants cancels those previously published. It covers the entire 2018 season, but it should be pointed out that some plants which are available for spring planting are no longer so in autumn; conversely, others are not yet available at the time of publication and will become so only in summer and autumn.

Conditions of Sale—We believe that all plants sent out by us are true to name and every effort is made to see that stock is of the best quality; however, no warranty, expressed or implied, is given as to description, quality or any other matter. Due to poor planting conditions, unfavourable weather or neglect, plants will often fail, and we therefore hold ourselves under no obligation to consider complaints unless they are made immediately on receipt or within 7 days.

Mail Order—We do not despatch between April and September. Plants are sent using a 48-hour courier service. A signature is required on delivery. However, if you are unable to sign for the delivery and wish your parcel to be left at a safe place (garage/neighbour, etc.), please let us know. Please be aware that you do so at your own risk. Alternatively, if you wish your parcel to be sent to your business or other address where a signature can be obtained, you may fill in the relevant section on the order form.

Substitutes—In the event of plants being sold out, substitutes will not be made unless you have requested alternatives or instructed us to make near substitutes on your behalf.

Fragile Plants—A number of soft or fragile plants – labelled (F) – are available only in the May to July period. They are liable to severe damage through rough handling, hot weather or delays in transit therefore **will not** be despatched. They need to be collected from the Nursery.

Collecting Your Order—We are always happy to inform, by telephone or email, those customers who wish to call for the plants they have on order, of when the right time has come. But we must beg you, in your turn, to give at least 2 days notice of when you intend collecting. And please be definite. Phrases like ‘all being well we hope to collect our plants on Thursday or Friday...’ leave us in a miserable state of doubt.

Payment—With order. If plants have to be sent in separate consignments they must be treated as separate orders. We accept most major credit and debit cards. Please provide details on the order form or by telephone or email. Alternatively you may pay by cheque (made payable to Great Dixter Nurseries). Please leave the totals blank and write at the bottom ‘not exceeding the total £?..’ (the total cost of your order including P&P). This will allow for any of the plants you require not being available – we will fill in the correct amount on the cheque and send you a receipt.

Postage and packing charges

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| Order value: | Post and packing |
| Up to £100 | £10.00 |
| Over £100 | £15.00 |

Delivery to the Scottish Highlands and Islands, Northern Ireland, Isle of Man, Isle of Wight and Channel Islands — Postage at cost plus £10 surcharge. **We regret we do not post to or outside the EU.**

Discounts—We offer a discount of 10% on plants for Friends of Great Dixter and Annual Ticket holders, or if you spend more than £100 (excludes mail order sales).

Bringing your own box will be greatly appreciated.

We are a small nursery and all plants are subject to availability.

VAT Registered Number 202 0032 56