

PALMSTEAD NURSERIES

PLANT FAILURES POLICY



Dear Customer

Palmstead Nurseries endeavor to supply healthy and viable plants which are true to type. We do grow and select your plants with care but if they do not reach this standard we will replace them. We are a trade wholesale nursery and plants do not come with a specific guarantee, (unlike the retail trade) mainly because we cannot accept liability for what happens to our plants once they leave the nursery or our delivery vehicles. Trade professionals are aware that planting can carry some risks and **we work with our customers if problems occur that we are aware of.** All plants react to different environments and their establishment needs may vary due to handling, planting and site conditions, which can only be assessed by our customers on their sites. Our plants will leave the nursery irrigated but will need attention within 24 hours of arrival on site.

Our standard terms and conditions of sale allow the customer up to 48 hours from delivery or collection to register in writing please, if there is any problem with the plants they receive. But in practice this can extend to that working week. Emails with illustrative photographs are the best form of registering any plant problems. If problems appear later we need to know at the very earliest opportunity so action and advice to rectify any problems can be implemented. However being advised a plant died several weeks or months after supply as a fait-accompli is too late to receive assistance as it does not allow any opportunity to help a customer recover from a plant problem.

Due to the variable nature of soils, sites and planting/establishment conditions the cause of plant failure is not always apparent. The commonest causes for plant failure, based on our experience, are (in order):

- drought stress – too little water as the plant established;
- water-logging in compacted soils – too much water for even limited periods and too little soil air;
- planting too deep— so the plant roots don't get sufficient oxygen;
- wrong plant selection for the location/soil/environment;
- plant supplied with insufficient root or in poor/damaged condition.

Bare rooted and Root-balled plants supplied during their dormant period will have a reduced root system on supply but the plant has a good capacity to grow new root if roots and plant are healthy. But given poor health, damage, incorrect handling or out of season planting plus difficult site conditions to establish in, the plant can get stressed and fail to grow. Please see our tree planting notes for the latest best practice guidance which will reduce establishment risks if followed.