



PALMSTEAD NURSERIES

PLANT FAILURES POLICY

Dear customer

Palmstead Nurseries do our best to supply healthy, viable and true-to-type plants. We grow and select them with care but if they do not reach this standard, we replace them.

We are a wholesale (trade) nursery and, unlike the retail trade, our plants do not come with a specific guarantee; we cannot accept liability for what happens to your plants once collected from our site or taken off our delivery vehicles. All plants react to their environment - their establishment needs vary with handling, planting and site conditions that can only be assessed by our customers on site. The plants are irrigated before leaving Palmstead Nurseries but will need attention within 24 hours of arrival on site.

Trade professionals know that planting carries risks and we work with customers if they tell us about problems. Our standard terms and conditions of sale allow customers up to 48 hours from delivery or collection to register, in writing, any problems with plants. In practice, this can extend to that working week. The best method of bringing something to our attention is by sending an email, with clear pictures of the problem, to sales@palmstead.co.uk.

If problems arise any later than this, please email us at the earliest opportunity so that we can provide advice or take the appropriate action. However, we cannot help if problems arise several weeks or months after supply because it will be too late to rectify growing conditions.

There are many causes of plant failure because of the variable nature of soils, sites, planting and establishment conditions. In our experience the most common causes are (in order):

- Drought stress: too little water during establishment;
- Compacted soil: too much water (even for limited periods) and too little air;
- Planting too deep: the roots will not have received enough oxygen;
- Incorrect plant selection for the location, soil or environment;
- Plants supplied with insufficient root or in poor or damaged condition.

Bare-root and root-ball plants supplied during their dormant period will have a reduced root system but will develop more if the plants are healthy. However, poor health, damage, incorrect handling or out-of-season planting along with difficult site conditions, may lead to the plant becoming stressed and failing to grow. Please see our tree planting notes (*on the downloads section of our website*) for the latest best-practice guidance that will reduce establishment risks.