**Palmstead Nurseries –Terms & Conditions for Standard Quotes**

Dear Customer

**Your Ref: Re:**

Thank you for your enquiry. We have pleasure in returning our completed quotation for the supply of plants as requested and look forward to receiving your order. Please note the prices are per plant and exclude VAT.

**QUOTE NUMBER:**Please refer to this number in all instances

This quote valid for 30 days, if you require a longer period please ask and we can make revisions.
After this date we will be pleased to review and update our quote and reissue it upon your securing the contract and providing a provisional schedule of call offs / planting programme.
All stock offered is subject to availability at the time of receiving your official order. We reserve the right to decline partial or uneconomic orders. Major reductions in numbers or order value may require amended rates.
All orders placed will be subject to our full terms and conditions of sale available on our web site.
We reserve the right to substitute the nearest alternative variety unless specifically requested not to do so. Please also check for plant and pot size variations from your list.

**PLACING YOUR ORDER**
Please refer to the unique quote number above, without this number prices will be invoiced as published in our current on-line catalogue.
Orders should be placed by fax, email or in writing.  Minimum order value £50 for collection and £250 for delivery.
Do include: your ref./order number, full delivery address and post code plus site contact name and number. This helps to make delivery smooth and accurate.

**DELIVERY
We deliver to kerbside / hard surface** in HGV class2 and any restrictions in access for this size vehicle must be notified, a surcharge may be applicable for abortive journeys and delivery by smaller vehicle.

We expect you to arrange for labour to be present to receive the delivery and assist with unloading. Our drivers are always helpful but may not be able to move items off kerbside.
Delivered orders will attract a delivery charge (depending on size and distance) **customers must advise on access and unloading restrictions (**[**click for sizes of our vehicles**](http://www.palmstead.co.uk/content/downloads/How%20big%20are%20your%20lorries.pdf)**)**.
Large trees and specimens are quoted Ex.Nursery, and a delivery charge may apply.
Orders can also be collected from the nursery - usually within a short timescale.
We request that the customer provides an appropriate unloading area that is both safe and legal. If this is not the case, we reserve the right to pass on liability for all fines or penalties for offences

committed under traffic regulations including, but not limited to, parking tickets, clamping fines, congestion charges, compound charges and bus lane fines incurred whilst making delivery.

Proof of the charges will be sent to the customer together with an invoice for the said amount.

This enquiry based on a single delivery will attract a delivery charge of:  £ \_\_
This enquiry based on multiple drops will attract a delivery charge of: £ \_\_  / drop.
£46 for local; £73 for Kent & Sussex; £85 for London + £20 Congestion if applicable

**Adequate kerbside unloading facilities and assistance MUST be provided please.**
This enquiry includes large items which our risk assessment indicates you need to provide labour & mechanical off loading e.g.:

pallets \_\_    large root-balls \_\_   large containers \_\_     or  CC Trolleys for exchange or return on the day \_\_      other \_\_

We accept no liability for damage to root balled plants where facilities or assistance are absent. If you need us to arrange mechanical off loading (i.e. crane trucks, we can and will price for)
**PAYMENT**  Unless you have a credit account arranged, customers need to "pay as they go" and especially so for their first orders with us.
Payment is required before delivery and can be made by cash, cheque, credit or debit card (MasterCard, Visa, Electron, Solo or Maestro). If you wish to apply for a credit account, please ask or download our application form from [www.palmstead.co.uk/downloads](http://www.palmstead.co.uk/Downloads.aspx).

 End. Updated May 2016