



## **Palmstead Nurseries Ltd Plant Replacement Policy**

### **Dear valued customer,**

At Palmstead Nurseries, our utmost priority is to provide you with robust, viable, and true-to-type plants. We take great care in cultivating and selecting our plants, and if they fall short of the desired standard, we are committed to replacing them.

As a wholesale (trade) nursery, our approach differs from retail establishments; we do not offer specific guarantees on our plants. Once plants are collected from our site or taken off our delivery vehicles, we cannot be held responsible for their well-being.

Plants respond to their surroundings, and their successful establishment depends on various factors such as handling, planting, and site conditions, which are best assessed by our customers on-site.

While we ensure that plants are adequately irrigated before leaving Palmstead Nurseries, it is essential to attend to them within 24 hours of collection or arrival at the designated delivery address.

Professionals in the trade are well aware of the inherent risks in planting, and we collaborate closely with customers to address any issues they may encounter.

Our standard terms and conditions allow customers a window of up to 48 hours from delivery or collection to report any plant-related problems in writing. In practical terms, this can sometimes extend to the working week.

To bring any concerns to our attention, we recommend sending an email describing the issue in the first instance to [sales@palmstead.co.uk](mailto:sales@palmstead.co.uk) or to your designated sales executive, accompanied by clear pictures of the issue.

For problems arising beyond this initial period, we encourage prompt communication so that we can offer guidance or take necessary action. However, we regret that we may not be able to assist with problems that arise several weeks or months after supply, as rectifying growing conditions at that point becomes impractical.

Plant failure can result from various factors, given the diverse nature of soils, sites, and planting conditions. From our experience, the most common causes, in order of prevalence, include drought stress, compacted soil, planting too deep, incorrect plant selection, and plants supplied with insufficient root systems or in poor condition.

Bare-root and root-ball plants supplied during their dormant period may have a reduced root system initially, but with proper care, healthy plants can develop further.



Factors such as poor health, damage, incorrect handling, out-of-season planting, and challenging site conditions may lead to stress and hinder the plant's growth.

For the latest best-practice guidance to mitigate establishment risks, please refer to our tree planting notes, available in the downloads section of our website.

Thank you for choosing Palmstead Nurseries, and we appreciate your understanding of our plant replacement policy.