



Palmstead Nurseries Ltd

Terms & Conditions for Standard Quotes

Dear Customer,

Your Reference: Re:

Thank you for your inquiry. We are pleased to provide our completed quotation for the supply of plants as per your request and eagerly anticipate receiving your order.

Kindly note that the prices unless otherwise stated are per plant and do not include VAT.

Quote Number

Please use this number in all correspondence.

This quote is valid for 30 days. Should you require an extension, please feel free to request one, and we can if required make necessary revisions. Subsequent to this period, we are happy to review and update the quote upon your confirmation of the contract and submission of a provisional schedule for call-offs or planting.

All stock presented is subject to availability upon receipt of your official order. We reserve the right to reject partial or uneconomical orders, and significant reductions in quantities or order value may necessitate adjusted rates.

All placed orders will adhere to our full terms and conditions of sale, which you can find on our website. We reserve the right to substitute the nearest alternative variety unless otherwise specified. Please also verify potential variations in plant and pot sizes from your provided list.

Placing your order

Please refer to the unique quote number above; failure to include this number could result in invoicing based on our current online catalogue prices. Orders can be placed via email, or in writing, with a minimum order value of £50 for collection and £250 for delivery.

Include your reference/order number, complete delivery address with postcode, and site contact name and number. This ensures a smooth and accurate delivery process.



Delivery

We can deliver to kerbside / hard surface using an 18-tonne lorry, and any access restrictions for this vehicle size must be communicated, with a potential surcharge for abortive journeys and delivery by a smaller vehicle.

Labour assistance for unloading is expected upon delivery. While our drivers are helpful, they may not be able to move items beyond the kerbside. Delivered orders will incur a delivery charge (dependent on size and distance). Customers must inform us of access and unloading restrictions. Large trees and specimens are quoted Ex. Nursery, with a possible delivery charge.

Orders can also be collected from the nursery within a short timeframe.

We request an appropriate unloading area that is both safe and legal.

Failure to comply may result in passing on any liability for fines or charges incurred during delivery.

Delivery charges for this single delivery inquiry: £__

Delivery charges for multiple drops: £__ / drop.

£46 for local; £73 for Kent & Sussex; £85 for London + £20 Congestion if applicable.

Adequate kerbside unloading facilities and assistance MUST be provided.

This inquiry includes large items, and our risk assessment suggests the need for labour and mechanical offloading. We accept no liability for damage to root balled plants in the absence of facilities or assistance. If mechanical offloading is required (e.g., crane trucks), we can provide a quotation if required.

Payment

Unless a credit account is arranged, customers are required to "pay as they go," especially for their initial orders. Payment is necessary before delivery and can be made via cash, BACS, cheque, or credit/debit card (MasterCard, Visa, Electron, Solo, or Maestro). For credit account inquiries, please request or download the application form from www.palmstead.co.uk/Information/Downloads.