



RETAIL Terms and Conditions of Sale

This list cancels all previous lists. The placing of an order constitutes acceptance of our terms and conditions.

All plants are offered subject to their being unsold on receipt of order.

VAT – All prices are per plant ex nursery and inclusive of VAT. Unless stated.

Payment Terms – Payment may be made in cash or by cheque in Sterling, or by credit/ debit card (please see a member of staff for full card acceptance), at time of collection/ prior to delivery. A deposit may be required when ordering in advance.

Complaints – Complaints must be made in writing within 5 days of delivery/ quotation.

Viewing – We strongly advise and are happy to accommodate viewing of plants before purchase. We do not accept responsibility of cost of returning goods that have not been previously viewed and selected.

Prices – Walnut Hill Nurseries will endeavour to maintain prices but reserve the right to alter prices at any time without notification. All price changes will be advised at the time of ordering. Quotations are valid for 28 days and subject to availability at time of order.

Title of goods – Ownership of any item sold to a customer shall remain the property of Walnut Hill Nurseries until full payment of the invoice has been received.

General – While every effort is made to ensure plants are of the highest quality and supplied true to their name, no warranty is given and we cannot be responsible for failures following receipt of goods. No responsibility will be accepted for errors due to circumstances beyond our control.

Collection – We kindly request 7 days' notice for collection. Time and date of collection of order should be pre-arranged with Walnut Hill Nurseries.

Delivery – Delivery charges are dependent on delivery address and quantity ordered. Prices will be quoted on request. Each customer is required to sign a delivery/ collection note when receiving the goods. Deliveries are made to the customers' gate, assuming good access by vehicle is available.

Planting – Planting costs vary depending on the pot size, maturity, number of plants required and the location of the planting area. Prices will be quoted on request. Planting fees include preparation, compost, fertiliser and removal of pots. If planting a mixture of sizes, the first plant will be the largest size. It does not include rubbish/ excavation removal, pruning, watering, setting out/ changing position. It assumes the ground/ soil to which to plant is of good quality and a sufficient depth. Once plants have been selected at the nursery, payment for the supply of these plants is due. The balance, including materials, is due on completion of all works. Please bear in mind that all plants will require continued watering after planting. The quantity depends on the time of year, type, size of the plant, current weather and soil type. It is important to ensure water penetrates the lower root strata and to aid this we can install an additional water pipe at time of planting (see ask for perforated water pipe prices).

Plant Sourcing – All special orders for stock bought in cannot be cancelled, unless agreed by the management, and then with a cancellation fee that may exceed 20%. Payment in full must be made before stock can be purchased/ ordered.

Guarantee – All hardy plants are guaranteed for a period of one month from the time of supply (excluding sale or discounted plants) on the condition that:

1. We are advised of any defect/ sign of failure as soon as it becomes apparent.
2. Adequate watering and maintenance has been carried out following purchase. Any evidence to the contrary will negate any guarantee.
3. The plants have been sited and planted correctly and in the manner of good horticultural practice.

We will guarantee a replacement subject to availability or an alternative plant to a similar value. We will not guarantee plants that have been planted incorrectly (unless by us), damaged due to severe weather such as winds, drought, or frost or affected by pests or diseases not found within the nursery.