

INSTALLATION SERVICE POLICY

Amendments to orders:

Amendments to orders must be made as soon as possible after confirmation of order. We reserve the right to reject any significant changes to your order made within 72 hours of expected delivery. Any amendments to orders accepted by us may be subject to additional costs.

Cancellations of orders:

Your right to cancel your order once you have received your confirmation of order depend on whether you are a consumer or a business. You should refer to our Terms and Conditions on our website for further details.

Missing plants from orders:

The availability of plants varies from day to day. We may quote a plant that by time of order, is no longer available. Please let us know if you are happy for substitutions being made. Substitutes will be the nearest size and variety. We will inform you of any substitutes in the final quote, and if you return your 'Confirmation of order' you have accepted these substitutes.

Delivery and site access:

I.e. you don't want to plant it piece-meal - you need front garden ready and back garden ready. Note about scaffold/ render/ painting/ chemicals/ diesel exhaust burn?

Order confirmation:

Once the final quote is received, please confirm the order by email. After this 'Confirmation of order', subject to our Terms and Conditions, no further changes can be made without incurring additional charges.

Non account holder payments:

Payment in full prior to installation. Please see Terms and Conditions on our website for full details.

Late account payments:

Please see Terms and Conditions on our website for full details.

Minimum order:

Some plant varieties and smaller pot sizes carry a minimum order requirement. This will be made evident at time of final quote.

Creepers Ltd

T: 01932 821626

E: info@creepersnursery.co.uk

W: creepersnursery.co.uk

S: Spinney Hill, Addlestone
Surrey KT15 1AD

L: Unit 1 Ferrier Industrial Estate
Ferrier Street, London SW18 1SN

Registered Address

Spinney Hill
Addlestone
Surrey KT15 1AD

VAT No: 118458110
Registered in England
Company No: 02567971

Access for planting:

Goods are offered on the assumption that, unless otherwise specified, there will be adequate hard based reasonably straight and level access for our road vehicles and planting equipment to the edge of each planting pit. If extra equipment is necessary in order to reach pits inaccessible to road vehicles, the extra costs incurred, plus 10%, will be charged to the Customer.

Reinstatement:

Access for our planting vehicles over breakable surfaces is acceptable to the Company only at the Customer's liability for reinstatement and no claims for disturbance can be entertained.

Obstructions:

Services lines, pipes or obstructions encountered whilst planting are the responsibility of the Customer unless specifically identified in advance and accurately located on a scaled plan provided to the Company's office and indicating height or depth in relation to surface level. Any extra work incurred through lack of such information will be charged extra to Customer, at cost, plus 10%.

Levels:

Trees will be planted at the appropriate average level given by the Customer's alignment pegs relevant to each pit. Subsequent adjustment to a changed level or changed position will be chargeable extra, at cost, plus 10%.

Pruning of twigs and branches:

For safe transportation, it is necessary to tie up the crown. In spite of every care by our experienced staff, we cannot avoid some breakage of brittle or awkwardly shaped branches. These breakages are pruned out as part of the 20% reduction of the crown to balance the demand on the reduced root system. Unless the shape of the crown is thereby irretrievably lost, we cannot accept such necessary pruning as a reason for rejection by the customer.

Installation team welfare requirements:

Our team will require free access to fresh water, an external tap for watering, and use of a toilet. If no toilet is available we may need to hire one and supply to you at cost. This cost is not in your quote/cost plan. A copy of service runs on the site would also be appreciated.