

WHOLESALE SALES 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 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:

We require suitable machinery and staff to be present to unload, check and sign for deliveries. We do not accept responsibility for any problems with delivered orders once they have been signed for. All deliveries are kerbside unless quoted and agreed otherwise.

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 delivery. 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.

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

Delivery charges:

Delivery charges are calculated specific to each order. If you wish for your order to be delivered over consecutive dates this must be discussed, quoted and agreed with 'Confirmation of order'. Minimum delivery charge £90 + vat.

Minimum order:

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

Collection from Wandsworth:

Ordered items must be collected on arranged and agreed date – no items can be stored at Wandsworth. If orders are not collected they will be returned to the nursery at our convenience. A 25% maintenance and loading charge will be levied on non-collected orders and a new date for collection will need to be arranged and agreed.

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.

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