

Terms and Conditions

Ways to order:

Visit us, see the plants and place an order

Telephone an order on 01379 586325 or 07969578031

E-mail us at hattensfarmnurseries@gmail.com

Complete the order form which is attached to the brochure or print a copy from our website hattensfarmnurseriesmetfield.co.uk and post it in to us with your remittance.

Orders placed in advance would be helpful to avoid disappointment in either non availability or no available in person to deal with your order.

Note: Rootball and Bare Root plants are only available from November to April. Container grown plants are available all year round.

Prices:

List prices are correct at the time of publication, however, we reserve the right to amend the prices shown should circumstances make it necessary for us to do so.

Orders and availability:

We accept orders on the understanding that the buyer has read and agreed to our Terms and conditions. The orders and availability are subject to any failures such as crop failure and we will let you know if we have any problems with supply. Unless asked to we do not send substitutes.

Damages and complaints:

Liability to third parties pass to the customer on collection and delivery. Please notify us if the order has not received on the expected delivery date with in 24 hours.

Please carefully unpack and check your orders upon delivery. You must notify us within 3 days of delivery if you have any complaints with either the plants or the delivery service. Damaged goods should be retained for inspection.

Payment:

Unless prior arrangement, we expect payment once the order has been confirmed in relation to availability and other miscellaneous charges. All invoices, if credit is given, should be paid within 30 days of the invoice date. Payment can be made by

Card Payments in person or over the phone

Cash in person

Cheques made payable to Hattens Farm Nurseries. (Cheques that are not honoured by the bank will be charged at £20 for each occasion)

By Bank Payment via online banking into our bank account

Account No: 15572368

Sort Code: 77-66-13

Reference to use for us to pick up: order number – surname
e.g.(469 or date – Smith)

Privacy:

We do not pass your details to any third party, except for delivery purposes.

Carriage and packing:

All our prices are ex-nurseries, meaning, the prices are for collection at the nursery. If you require delivery, we can also do this for you but a charge will have to be made. Delivery charges will be kept to a minimum and we will calculate this for you. There are a lot of dependent reasons including distance size of order, whether we deliver ourselves, or use Royal Mail or a courier. We will inform you of this cost before you confirm your order. We are only able to sell to customers within the EU.