



Hortisales

Plants for Professionals

Terms & Conditions

- Plants and prices are quoted subject to availability at the time of quotation. Prices and availability may change at the time of order and Hortisales reserves the right to adjust pricing according to availability.
- We take all reasonable care to ensure that all descriptions and prices are correct at the time when the relevant information was entered onto the website. Any significantly relevant changes will be notified to the purchaser on receipt of an order at which time the purchaser will be offered the opportunity to amend or cancel the order.
- We will use reasonable commercial endeavours to keep the website information up to date but the information and specifications given are for your information and subject to change without notice. Pictures on this website are generally accurate but variations in colour, shape and size must be expected for seasonal reasons.
- The plants on our website are living products so any photographs show the average plant size and shape that you would expect to receive. Please note that depending on the time of year, some plants may not be in flower, be fruiting or have leaves. Some shrubs may have been recently pruned to improve their shape and perennials may be cut down to the ground in the winter months.
- Prices quoted are nett, ex Nursery. VAT will be charged at the standard rate in force at time of delivery.
- Orders must be confirmed in writing or by email. The placing of an order confirms acceptance of these Terms and Conditions in full.
- For non-credit account customers, payment for orders must be made in advance by bank transfer prior to collection or delivery. Bank details are available upon request.
- Delivery / collection methods will be agreed with clients in advance.

- In the event that a delivery is requested instead of an agreed collection then Hortisales reserves the right to request payment for the delivery in advance.
- In the event of abnormal conditions which make it impossible to carry out a normal delivery Hortisales reserves the right to cancel any delivery without notice or incurring any liability.
- All goods remain the property of Hortisales until they are paid in full. The risk on the sold goods is transferred to the customer at the point of sale.
- All credit invoices outstanding after 30 days from the date of the invoice will be deemed as unpaid and interest will be added at the standard interest rate of 2.5%. Hortisales reserves the right to recover all reasonable costs and expenses if action is taken to recover invoice debts.
- It is your responsibility to check all deliveries and collections, any shortages or damages must be notified before the driver leaves the point of delivery and, in the case of collections, before you leave. Errors cannot be corrected at a later date.
- All plants are checked prior to delivery and to the best of our knowledge are delivered in good health. Once the plants have been accepted and signed for Hortisales accepts no responsibility or liability for any subsequent infection or symptoms that develop on the plants or any issues arising from the plants.
- Changes made to an order once it has been confirmed in writing will incur an administration charge commensurate with the level of changes made.
- Cancellation of deliveries within 7 working days will be subject to a cancellation fee of 25% of the value of the order to enable Hortisales to recoup the losses incurred, without prejudice or requirement of the seller to prove any loss incurred.
- Changes made to an order within 7 working days of collection or dispatch date will be subject to additional handling fees of up to a maximum of 25% of the order value.
- Any plant that is a 'Special Order' from outside the UK is non returnable or refundable.