



## SUBSTITUTES

We do not believe in substitutes or alternatives. If you have ordered a plant you will get that plant or a refund.

## MAIL ORDER

We believe that the service should cover its costs. If you find this expensive then that is because it is! The charges are as below and cover packing, posting and associated paperwork. The prices in this catalogue are for mail order and prices on the nursery may be different.

**Please include a contact telephone number with your address on the order form.**

If you are coming to the Galanthus Gala in Tavistock on Saturday 10th February 2012 you can collect your orders from there. Please let us know on the order form if you intend to do this.

If you are going to the Oirlicher Blumengarten on Saturday 25<sup>th</sup> and Sunday 26<sup>th</sup> February 2012 you can collect your orders from there. Please let us know on the order form if you intend to do this.

## UNITED KINGDOM TERMS

### GUARANTEE

All our plants will be in good condition when sent out. If any plant dies within three weeks from date of dispatch or arrives in bad condition please contact us in writing and we will undertake to replace it, stocks permitting. Complaints must be received within five weeks from the date of dispatch. Once the parcel has left our care we cannot be held responsible for it. It will be entirely at the mercy of Post Office Limited and Parcel Force. Losses due to drought, severe winters or other climatic factors will not be covered. If you can't plant immediately then keep as cool as possible without being frozen and out of direct sunlight. Higher value orders will be posted by Special Delivery.

### PAYMENT

Allowing for weather and workload, orders will be posted as soon as possible.

#### Post and Packing:

Snowdrops & snowflakes: up to 5 bulbs, £5.00; up to 10 bulbs, £7.00; up to 20 bulbs, £10.00

Primroses: tbc

Because we may not be able to supply all the plants you have ordered, the charge may be less than that calculated on the order form. For this reason, it is best to make payment in the form of a **limited open cheque**: i.e. If the order came to £28.20, you would write Not to exceed twenty-nine pounds across the cheque leaving the amount sections (figures and words) **blank**. On receiving your cheque, we can fill in the (possibly reduced) sum to be paid. Payment in this way saves time and avoids the need for refunds. We reserve the right to make a small surcharge to cover banking costs on refunds for cheques made out in full.

Please make cheques payable to Monksilver Nursery. We regret we cannot accept cheques for less than £10.00

## EUROPEAN TERMS

When ordering, please include a **contact telephone number** and your full address (a PO Box number will not do). Minimum mail order is £30.00 excluding postage and packing. However, if we don't have to post from the UK we will accept smaller orders. **POSTAGE WILL BE CHARGED AT COST AND WILL BE AT LEAST £10.00 MORE THAN IN OUR UNITED KINGDOM TERMS ABOVE.** In 2012 we will be attending the event at Oirlicher Blumengarten, Nettetal (near Venlo) in Germany on the 25<sup>th</sup> and 26<sup>th</sup> of February. Orders can be collected from there. If you intend to do this please let me know.

Allowing for weather and workload, orders will be posted as soon as possible. For prices in Euros multiply by a factor of 1.2 **Please wait to be informed about method and total of payment.** This is because we may not be able to supply everything that you want. Payment can be made with Euros cash sent by recorded delivery or by bank transfer. Details will be given when I contact you by telephone.

**Payment:** payment can be made in a number of ways (in ascending order of cost);

1. in Sterling or Euro notes sent by recorded delivery to the nursery
2. by bank transfer (to HSBC, Chesterton Road Cambridge)
3. by bank transfer to third parties.

We are registered for V.A.T.

We can no longer post to addresses outside the European Union because of the absurdities of the CITES legislation.