

## **ECHIUM WORLD TERMS AND CONDITIONS**

Any purchase of goods from the website Echiumworld.co.uk and/or direct purchased from Echium World requires the customer to consult and accept these terms and conditions. The click validating the order implies full acceptance of these terms and represents the customer's "digital signature".

### **Guarantee**

All stock is individually checked before despatch to ensure it is in good condition. If you are not satisfied with the condition of the plants when received please contact Echium World by telephone or email within a week of the delivery date. A clear photograph must be sent as evidence of the complaint. If plants have been severely damaged in transit please contact us immediately, we will require the customer to send a clear photograph so that we can take up the matter with the courier.

If Echium World accepts the responsibility for plants received in poor condition or damaged in transit a replacement will always be supplied as the first option. However, if a replacement is not available a full refund will be made.

**If plants fail to survive after that date we accept no responsibility for failure which may be due to adverse weather conditions, over-watering, pests and diseases and many other factors which are beyond our control.**

### **Plant illustrations and descriptions**

Our website and catalogue try to provide a clear idea of the nature of the plants we sell, though there may be variations in size or shape between different specimens dependent upon the season, weather and growing conditions at the time. With that in mind illustrations, descriptions and other information are approximate and for guidance only. We cannot guarantee the exact shade of the colour of flowers due to open pollination and our plants are provided with this proviso.

### **Pre order**

Plants are made available for pre order in autumn through the website and will be delivered in spring of the following year, in the month stated on the listed item. Full payment including postage and packaging, will be taken at time of ordering. If for reasons outside of our control the plants are not available to supply, a full refund will be issued of the payment total taken and we will send confirmation by email to the customer. However, we will always endeavour to fulfill all orders taken.

### **Despatch & Delivery**

It is important that the address you specify for delivery is accurate, including the correct postcode. Orders will be despatched to the address supplied on the website ordering form.

We aim to despatch the parcel Tuesday or Wednesday of the week following order confirmation.

The goods will be delivered by Parcelforce Express 24, next day delivery service. If you have supplied us with an e-mail address you will receive confirmation of despatch and a tracking

number for your delivery. If for any reason you will not be available to receive your parcel on a given date i.e. holidays, you must supply us with an alternative date or alternative delivery address **BEFORE** the despatch date. We cannot accept any liability for any loss or damage once they have been despatched in accordance with your delivery instructions.

Our charges for carriage and packaging are shown on the order page and will be included in the total price for the goods.

**Please note:** charges shown are for **mainland** addresses within England, Wales, and parts of Scotland. Delivery charges for offshore addresses e.g. the Isle of Man, the Scottish Isles, Ireland and the Channel Isles may be available on request. The delivery cost will be dependent on the size and weight of the parcel.

Plants can also be collected from our nursery in Nottinghamshire at no charge, by arrangement.

### **Payment**

Orders through our website will be processed through PAYPAL, and include carriage and packing charges. We also accept payment by cheque and if preferred we will issue an invoice to be paid before the order is despatched, by arrangement.

### **Trade**

We welcome and accept large orders or pre orders for specific requirements by arrangement. We require full payment before collection or despatch of order.

### **Web Site**

We will take all reasonable care to keep all of your details secure but we cannot be held responsible if a third party obtains unauthorized access to any data, including credit and account details you provide when accessing or ordering from this Web Site, unless this is solely due to our negligence.

### **Contact**

Email - [Echiumworld@gmail.com](mailto:Echiumworld@gmail.com) Telephone 07957602073

