



Samuel Dobie and Son
Long Road, Paignton,
Devon TQ4 7SX

Customer Services
Tel: 0870 112 3623
Fax: 0870 112 3624

IMPORTANT INFORMATION ABOUT DELIVERY OF OUR YOUNG PLANTS

Thank you for your order. If it includes plants these notes will give you vital information about our delivery procedures.

Our young plants are grown with the utmost care and to very high standards of quality. They will be sent to you at the best stage of development for travelling, and for you to grow on satisfactorily.

* **"Delivery Period" - this is shown on your order acknowledgement.**

This usually covers a 3 week period with the central week being our target for despatch. As plant batches develop, they are regularly checked to determine exactly when they will be at the optimum stage for despatch. Because varying light conditions and other factors can affect plant growth, **despatch times can vary**. We will endeavour to avoid any delays however due to the nature of live plants this may be unavoidable.

* **All Plants (except Garden Ready) are sent by first class post**, normally during the early part of the week, to avoid any weekend delays. **Garden Ready Plants** will be sent by second class post or alternative carrier.

* If you are not likely to be at home during the delivery period, please advise us of a different delivery address (perhaps a friend or neighbour) at least three weeks before the delivery period shown. Kindly note that we cannot give the Royal Mail or the delivery carrier instructions such as 'Leave in the porch' or 'Leave at no. 24'.

Please appreciate that, because the plants have to be despatched when ready, often at the rate of several thousand each day, they cannot be held back at the nursery and **we are unable to accept requests for despatch on particular dates or in specific weeks**.

* When you receive your plants, **unpack them as soon as possible** and follow the instructions enclosed in the package. Should you be unhappy with the quality, please contact us quickly - we will normally be able to send a replacement pack. If this is not possible, a refund will be made.

We believe our young plants are the best you can buy and we hope that they will bring you much pleasure and satisfaction.

Ref: 1887
SPPA 2071

44 34 32