



Ashtead Park

GARDEN CENTRE

Delivery Terms & Conditions

These terms and conditions govern the delivery of goods and plants from Ashtead Park Garden Centre.

Acceptance of these terms is a condition of the delivery or contract. Your statutory rights are not affected.

1. Payment must be made in full prior to the goods or plants being delivered. We do not operate a Cash on Delivery Service and the driver is unable to accept payments.
2. Delivery charges are determined by distance from the Garden Centre and are published at the till points. You will be informed of the total delivery charge when making payment for your goods. This charge is non-negotiable.
3. The delivery charge consists of a distance and, where applicable, a handling charge. Deliveries within 3 miles are free if you spend over £100. Deliveries within 3-5 miles are free if you spend over £200. Deliveries within 5-7 miles are free if you spend over £300.
4. Only one attempt will be made to deliver to the customer on the agreed date, and if the customer or his agent is unable to accept delivery then only one other further attempt will be made on another suitable and arranged date.
5. There may be a further delivery charge if the customer is unable to meet the original arranged delivery date, and this must be paid in full prior to the second attempt.
6. Deliveries will only be made within our designated delivery area between the hours of 9:30am – 4pm (unless otherwise advised) on the specified day, Monday to Friday. We do not deliver at the weekend.
7. Deliveries to outside our designated delivery area are subject to the decision of the Garden Centre Manager and will be charged at an appropriate distance rate.
8. We cannot guarantee times of deliveries but every effort will be made to deliver on the agreed date.
9. Any cancellation of your delivery will require 48 hours' notice after which the original delivery charge becomes non-refundable.
10. We strongly advise customers not to book tradesmen prior to the receipt of their goods and we will not be held responsible or liable for any loss or expense caused as a result of delay in delivery.

- 11. Ashtead Park Garden Centre offer a kerbside delivery service only. It is the customer's responsibility to ensure there is suitable and safe access for goods or plants to be delivered.**
12. Our drivers are not expected to carry heavy items to your back garden, through houses or up flights of stairs. We do not offer a planting service so our delivery driver will not plant your delivery. It is your responsibility, prior to the delivery, to make suitable arrangements that will protect the safety and security of your goods or plants after they have been delivered.
13. The delivery driver will do his best to ensure your ordered goods or plants will be delivered safely to your premises. However, if the driver feels that a suitable or safe area is not provided, the goods will be returned to the Garden Centre and the customer may be subject to a further delivery charge.
14. It is the customer's responsibility to notify us of any parking restrictions prior to delivery. Failure to notify Ashtead Park Garden Centre may result in a failed delivery and the goods will be returned to the garden centre. It is the customer's responsibility to ensure that deliveries can be made without risk of tickets or charges made by traffic officers. Our driver will abide by the law regarding parking restrictions.
15. It is the customer's responsibility to receive and check the goods. Once delivered the customer accepts responsibility for all goods. Any damages or defects must be reported within 24 hours.
16. It is the customer's responsibility to dispose of any pallets or packaging. Ashtead Park Garden Centre does not offer a recycling or disposal service.
17. If you require unwanted goods to be collected, then a collection charge at the current delivery charge rates will apply.
18. Our delivery drivers will not undertake any ancillary service such as construction, planting, fitting or repair in connection with the goods. Nor will Ashtead Park Garden Centre be responsible for advice given during deliveries.
19. Ashtead Park Garden Centre retain the right to refuse delivery of any item at any time.