

PLANT FAILURES POLICY

Dear Customer

Palmstead Nurseries Ltd endeavors to supply healthy and viable plants which are true to type. We do grow and select your plants with care but if they do not reach this standard we will replace them. We are a trade wholesale nursery and plants do not come with a specific guarantee (unlike the retail trade), mainly because we cannot accept liability for what happens to our plants once they leave the nursery or our delivery vehicles. Trade professionals are aware that planting can carry some risks and **we work with our customers if problems occur that we are aware of.** All plants react to different environments and their establishment needs may vary due to handling, planting and site conditions.

Our standard terms and conditions of sale allow the customer up to 48 hours from delivery or collection to register if there is any problem with the plants they receive. However, in practice this can extend to 7 days. If problems appear later we need to know at the very earliest opportunity so advice to rectify any problems can be implemented. Being advised a plant died several months after supply as a fait-accompli does not allow any opportunity to help a customer with a plant problem before it is too late. Also due to the variable nature of soils, sites and planting/establishment conditions the cause of plant failure is not always apparent.

The most common causes for plant failure are (in order):

- a. drought stress – too little water as the plant established;
- b. water-logging – too much water for even limited periods;
- c. planting too deep;
- d. wrong plant selection for the location/soil/environment;
- e. plant supplied with insufficient root or in poor/damaged condition.

Bare rooted and rootballed plants supplied during their dormant period will have a reduced root system on supply, but the plant has a good capacity to grow new root if roots and plant are healthy. However, given poor health, incorrect handling or out of season planting and difficult site conditions to establish in, the plant can get stressed and fail to grow.



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