



Woodcote Green

GARDEN CENTRE & NURSERIES

Website Returns Policy

At www.woodcotegreen.com we aim to send you only the best quality plants and products and will inspect goods thoroughly before they are delivered to you. We do our utmost to ensure goods are packaged and protected so that they do not get damaged in transit.

If you do have a problem regarding any of the goods you receive from us, please follow the guidelines below.

This policy does not affect any statutory rights you may have (such as consumer rights under the Consumer Protection (Distance Selling) Regulations 2000).

1. Contacting Customer Services

1. Our Customer Service department can be contacted by phoning 020 8647 6838 and from the switchboard menu choosing option 2, followed by extension number 472.
2. You can also reach us by e-mailing custservices@woodcotegreen.com or by writing to:
Woodcote Green Nurseries Ltd,
Woodmansterne Lane,
Wallington,
Surrey
SM6 0SU
3. Please ensure that you have your order number and the date of delivery to hand when contacting us.

2. Consumer rights – 7 day cooling off period

1. If you are contracting as a consumer, you are entitled to return any item you decide you do not want within 7 working days, beginning on the day after you received the products. In this case:
 - a. You will receive a full refund of the price paid for the unwanted items, and any applicable delivery charges you paid on order, in accordance with this clause 2.
 - b. To cancel your order, you must inform us in writing.
 - c. You must also return the items to us as soon as reasonably practicable (we request that items are returned to us within 28 days from the receipt of delivery) with all packaging and **at your own cost**.
 - d. You have a legal obligation to take reasonable care of the goods while they are in your possession. If you fail to comply with this obligation, we may have a right of action against you for compensation.

- e. We will process the refund due to you as soon as possible and, in any case, within 30 days of the day on which you gave us notice of cancellation.
2. Some items are exempt from this right to cancel, as follows:
 - a. Perishable goods, including but not limited to Cut & Fresh flowers, Turf and Christmas Trees;
 - b. Goods made to your own specification;
 - c. CDs, DVDs, computer software and other audio or video recordings that you have unsealed;
 - d. Newspapers, periodicals or magazines;
 - e. Gaming, betting or lottery services; or
 - f. Services where you have agreed to our starting to provide the service before the end of the usual cancellation period, for example, if you purchase Santa's Grotto tickets for a date which falls within your 7-day cooling off period.

3. Our refund policy

1. Subject to the remaining applicable provisions of this refund policy, if you return goods to us:
 - a. Because you have cancelled the contract between us within the 7-day cooling-off period, clause 2 applies.
 - b. For any other reason (for instance, because you consider that the goods are defective), we will examine the returned goods and will notify you of your refund via email within a reasonable period of time. We will usually process the refund due to you as soon as possible and, in any case, within 30 days of the day we confirmed to you via email that you were entitled to a refund. We will refund the price of a defective product in full and any applicable delivery charges.
2. We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

4. Returning Goods to Us

3. Any goods returned to us for any reason are to be returned by any appropriate means at the cost of the customer. It is the responsibility of the customer to organise delivery of said goods and to ensure their protection and sufficient packaging as to guarantee their safe arrival. The cost of any returned goods will be the responsibility of the customer if it is damaged in transit when returned back to us.
4. Woodcote Green Nurseries Ltd will not cover the costs of returning any item to us in any circumstances.
5. It is recommended that a recorded delivery service is used for any items returned to us as the goods remain the customer's responsibility until they arrive with us.

5. Goods Damaged in Transit

1. If your goods appear to have been damaged in transit please contact us within 48 hours of the receipt of your delivery informing us of the problem. The item needs to be returned to us within 28 days of the receipt of delivery in its original packaging and you will be entitled to either a replacement (delivered to you free of charge) or refund for your returned goods.

6. Damaged, Defective or Not as Described Goods

1. Products

- a. If you receive a product which is defective please contact us as soon as possible with the issue you have experienced. You will be contacted by a member of our team who will investigate for you. Please do not return your item to us until we have investigated this for you.
- b. If it is deemed that you are eligible for a return the goods need to be returned to us in the original packaging and you will be entitled to either a replacement (delivered to you free of charge) or refund for your returned goods.

2. Plants

- a. If a plant is received that is in bad condition when you remove it from the packaging please contact us immediately. You will be contacted by a member of our team who will investigate for you. Please do not return your item to us until we have investigated this for you.
- b. Please note that some plants differ in appearance drastically dependent upon seasons and as such pictures on the website are for representation purposes only. Please bear this in mind when ordering plants out of season.
- c. If it is deemed that you are eligible for a return the plant(s) need to be returned to us with their original labels and you will be entitled to either a replacement (delivered to you free of charge) or refund for your returned goods.

3. Cut & Fresh Flowers

- a. If you receive a bouquet or floral arrangement that is in bad condition upon receipt of delivery, please contact us within 48 hours from the receipt of the delivery. You will be contacted by a member of our team who will investigate for you. Please do not return your item to us until we have investigated this for you.
- b. If your bouquet or floral arrangement is not up to standard in any other way, please contact us within 7 days from the receipt of the delivery. You will be contacted by a member of our team who will investigate for you. Please do not return your item to us until we have investigated this for you.
- c. If it is deemed that you are eligible for a return the goods need to be returned to us in the original packaging and you will be entitled to either a replacement (delivered to you free of charge) or refund for your returned goods.

7. Order Cancellations

1. To cancel an order, please inform us by contacting customer services with details of the order that you would like to cancel. You may not cancel an order for the following:
 - a. Items listed in clause 2.2 under any circumstances; and
 - b. after 24 December in the applicable year, Christmas decorations, Christmas gifts and Christmas lights, except where you are exercising your right to cancel under clause 2 during the 7-day cooling-off period.
2. In instances where the cancellation is made after the order has been dispatched, except in the event of your exercising your right to cancel the order during the 7-day cooling off period (see clause 2 above):
 - a. The delivery charge will not be refunded and you will be liable for a charge to return the goods to us.

- b. The returned goods must be unused, in their original unopened packaging (with any seal or shrink-wrap intact), with any labels still attached, and otherwise in a condition enabling us to sell the product as new.
- c. If the goods arrive back to us damaged, without original packaging or used, we reserve the right to apply a restocking charge to cover our reasonable costs and expenses.

8. Incorrect Goods

1. If you have received an incorrect item that you did not order, please contact us so we can arrange to send you the correct item.

9. Events (eg Santa's Grotto)

1. Any ticket for an event, such as Santa's Grotto, not redeemed within its valid printed time is non-refundable and, in such cases we shall not exchange it for a later ticket or any goods or any other services.
2. We shall not accept responsibility for tickets lost or mislaid by you or anyone on whose behalf you purchased a ticket.
3. We may exchange (subject to availability) or refund the price of any valid ticket if you notify us 48 hours or more before the valid date and time printed on the ticket for the event. After this time, tickets are non-refundable and non-exchangeable.
4. Woodcote Green cannot be held responsible for cancellation of visits due to bad weather or other circumstances outside of its control.
If we have to cancel an event, we will refund entry costs paid, including any booking fee, upon presentation of a valid ticket.
5. In line with our terms and conditions clause 5.3 (force majeure), if we have to cancel an event for reasons beyond our reasonable control, for example, severe weather conditions, we will not be able to hold the event at a later date, we cannot be held responsible and no refunds will be given.

Last updated August 2019.