Fernatix

www.fernatix.co.uk/mail@fernatix.co.uk

2018 Aug
Order Form

Postage Details

First Name: _____ Last Name: _____

Other Names: _____ Title: (Please circle) Mr / Mrs / Miss / Ms / Sir / Dr / Other

Phone No: _____ Email: _____

Postal Address: _____

_____

Town / City: _____ _____

County: _____

Postcode: _____

Order Details

Species: -	Qty:	Price (£)	Total
		P & P	
		Total	

Please indicate whether you would accept substitutions of equivalent values if the plants you have ordered are not available. **Yes/No (delete as applicable)**

Postage and package

Up to £ 18 worth of plants add £ 14.00
Up to £ 30 worth of plants add £ 20.00
Up to £ 80 worth of plants add £ 30.00
Over £ 80 worth of plants please contact us for carriage rated.
For deliveries to Ireland, Scottish Highlands and Islands please contact us for carriage rates.

Plants will only be sent out Monday to Thursday only. Only plants that are available in 1.5 litre pots or smaller will be posted! Larger plants can either be collected from us here in Suffolk, but please give us plenty of warning! Or at any of the shows (excluding Chelsea or Hampton Court.

Orders to be sent to us at:- Fernatix, Stoke Ash, Suffolk, IP23 7EN
Please write across cheque vertically NOT TO EXCEED £ ....(then write the total sum of the order including postage). If we can only supply part of the order this then allows us to fill in the total.

Terms and Conditions Please read this carefully!

Methods of Payment
We accept cheques; we accept/take card details ONLY via a telephone call. Please do not send cash.

Enquiries
In the event of any queries we can be contacted on 01379 678197. Please leave your name and number and nature of your query. We will try and contact you as soon as we can but please note that during the show season a reply may take up to Ten Days.

Privacy
We do not pass your details on to any third parties. We only contact you when you have requested us to, i.e. Regarding orders, availability etc.

Complaints
Complaints must be made within 14 days of receiving your plants. All purchasers have 7 days to change their minds and cancel orders in writing. In case the purchaser is responsible for the cost of returning the items in good condition. This complies with the Distance Selling Regulations Act.