

King Johns Nursery

Postage and packing

Prices

All prices are inclusive of VAT based at the appropriate rate and are subject to change without notice. Please note, full payment for your order must be received and cleared before the goods are despatched.

Despatch and Delivery

Every effort is made to process and despatch goods within 48 hours of receipt of the order. Lighter packages are sent via Royal Mail 1st Class (1-2 days). To keep delivery charges down, parcels weighing 1.75kg or more are sent via Royal Mail's Standard Parcel service (3-5 days) or by Fastway couriers depending upon the weight and destination. Whilst every effort is made to deliver the goods in accordance with these time-scales, we do not accept any liability for late delivery of the goods.

Delivery Charge

Delivery charges are based on weight. When items are added to the shopping cart the total weight of the cart is calculated and in turn how much it will cost to deliver. The minimum delivery charge is £1.00 except where items are marked as free delivery.

Overseas orders

We regret that at the moment orders can only be made in the UK.

Packaging

In the interest of the environment, we aim to keep packaging to the absolute minimum necessary to ensure safe delivery of your order. To the same end, we will reuse internal protective materials like bubble wrap, plastic air pockets and shredded paper wherever appropriate, as well as old boxes and envelopes.

Returns Policy

Should you wish to return anything bought from us, we will be happy to refund or exchange a product provided it is in fully resalable condition. Returns should be made within 28 days using the same delivery method by which it was sent and in its original, undamaged packaging.

If we discover the product has not been returned in a fully resalable condition, we reserve the right to refuse a refund on the item, or to deduct a percentage of the original selling price from the refund amount.

To make a return send an email to harry@kingjohnsnursery.co.uk including your full name, order ID and product details, the reason for the return and whether you want a refund or a replacement. We will email you back with further instructions.

Please note, we will only refund the price of the item or exchange the product once it is received by us. A refund of the delivery charge will only be given in the instance of incorrect, damaged or faulty goods and not when a product is simply unwanted.

Legal

Website Content

Whilst the information provided on this website is given in good faith by King John's Nursery, no warranty or representation is given concerning such information which must not be taken as establishing any contractual or other commitment binding upon King John's Nursery. Furthermore, whilst King John's Nursery uses reasonable efforts to include accurate and up-to-date information on the website, to the extent permitted by law, King John's Nursery make no warranties or representations as to its accuracy. To the extent permitted by law, King John's Nursery exclude all liability to third parties arising directly or indirectly from their use of or reliance on information or materials contained in this website.

External Sites:

The website may contain references or links to other websites on the Internet which are owned and operated by third parties. Those references or links are not an endorsement of those third parties or their products or services.

King John's Nursery reserves the right to revise this website at any time.

Privacy Policy

King John's Nursery has created this privacy statement in order to demonstrate our commitment to privacy. The following discloses the information gathering and dissemination practices for this site: www.kingjohnsnursery.co.uk We will only use the information that we collect about you lawfully.

Information Automatically Logged:

Your IP address may be logged in order that we can track our Site Traffic Statistics. This is not used to contact you and is not sold to any third party.

Cookies:

We may use technology to track the patterns of behaviour of visitors to our site. This may include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you modify your browser settings.

Email:

Contact information from the contact email is used to respond to enquiry or send information as appropriate. The customer's contact information is also used to get in touch with the customer when necessary. Such contact information is never disclosed to a third party.

External Sites:

This site contains links to other sites. King John's Nursery is not responsible for the privacy practices or the content of such websites.

Contacting King John's Nursery:

If you have any questions about this [privacy statement](#), the practices of this site, or your dealings with this site, please email harry@kingjohnsnursery.co.uk.