

# FAQ's

## **What's the minimum order?**

The minimum order is 10 per species and then in multiples of 10, as trees are tied in bundles when processed.

## **Is a discount is offered on larger orders?**

For 50 or more plants we offer a lower price per plant than for 10. We offer a further reduced price for 1000 or more, enquire at time of ordering.

## **Does the price include GST and freight?**

NO, the prices are plus GST and plus freight costs & GST, if dispatched from nursery with our freight contractors.

## **Why are prices missing for some plant grades or heights on website?**

We will only display prices for grades grown, even if sold out.

## **How & when to order?**

Our preference is for orders to come via our website online ordering system at [www.appletons.co.nz](http://www.appletons.co.nz) between April and November. We also accept orders by email or mail. Please do not phone your orders through to us as verbal orders introduces the possibility of errors in the species ordered.

Our website will show species sold out from late October and is updated each year once stock take is completed around end of March. We do recommend ordering as early as possible to avoid disappointment, please do so by email.

## **I need a specific delivery date!**

If you have a "must arrive by" date please state this clearly on your order in the comments area and we will confirm intended dispatch date on your order confirmation email. If we cannot accommodate your date requirement we will contact you to arrange another suitable time. We are always happy to discuss your requirements to fit in with your planting arrangements.

## **How is my order confirmed?**

Online orders receive an automated email from our website verifying your order request. This is not an order confirmation. Once your order request is received, we cross check our stock and enter your order into our nursery software system. At which time an order confirmation will be emailed. Order Confirmations DO NOT include GST or freight costs. These will be incorporated at the time of dispatch and invoicing

## **Changing or cancelling an order.**

In the event you need to change, add, or remove some items, or cancel an entire order, please advise us preferably by email as quickly as possible. Once dispatched it is not possible to cancel an order.

## **When are bare-rooted trees dispatched?**

We lift open ground bare rooted trees in production runs between June and August, when the trees are dormant. Trees are graded and packed into individual orders. These are either dispatched that day or held in our cool-store or heeling in area until the complete order is ready for dispatch.

## **When is container grown stock dispatched?**

Container grown stock is available from April through to November, depending on stock availability coming out of our propagation and being ready for sale.

## **Do I need to pay a deposit?**

In some instances we reserve the right to request a deposit, which will be discussed with you at the time of ordering. Typically this would be requested if you are a new customer making a large order for the first time or the order is for a large number of forestry species. This then secures your order.

## **When do I pay?**

On the day your plants leave our nursery, we will email you an invoice with the number of items and courier tracking numbers. Payment is required within 7 days of this Invoice.

## **How do I pay?**

Invoices include our bank account details and our preferred method of payment is via electronic banking. We **do not** have CREDIT CARD or EFTPOS facilities.

## **How long can the trees stay in bags before planting?**

If they are evergreen species they need to be planted quickly upon arrival. Deciduous species can be held in a cool dark place for up to 2 weeks. Do not open the bags, which will allow the roots to dry out. They will not require additional water if left enclosed. If you have any doubts or need further advice, do not hesitate to contact us.

## **How many plants can be shipped in each bag or carton?**

The number of trees that can be packed in each bag depends on the species and size ordered. As a guide, big 1.3m Oaks we get 20-30 per bag, but smaller species between 20-60cm grade would could get 100-200 per bag. Smaller plug grown species up to 150 in a banana box and for between 40-90cm pot grown species, up to 30 into a larger carton.

## **Are you able to quote for freight?**

It is difficult to accurately quote for freight, as every order packs differently, but refer to our ordering and delivery page for current courier rates or contact us for and we will endeavour to provide an estimated cost range.