

# "Croston Cactus" 2015/16 Plant List

## Mail Order Terms

43 Southport Road Ecclestone CHORLEY

Lancashire PR7 6ET

Tel: 01257 452555 - EMAIL: [sales@croston-cactus.co.uk](mailto:sales@croston-cactus.co.uk)

Please note! We do not sell wild collected cacti

This is our offering for 2015/2016. As we move towards retirement we are reducing stocks and just keeping the more unusual sorts. We hope there is still something to take your interest!

- **PRICING** The list shows *suggested pot sizes* along with the price of the plants. Plants vary and it is not possible to give precise sizes. Our plants are between 3 and 15 years old.
- **POSTAGE** - Postage and packing is extra. As the Post Office now charge on package size as well as weight, 1 – 3 small plants P&P is £3.50; 4 – 6 small plants P&P is £6.50; for larger quantities or bigger plants, please check with us for postage rates. We usually send orders by First Class package post up to 2kg. Parcels over this weight will be sent by "Express 48" Parcel Force service.
- **MINIMUM ORDER VALUE** – £10 for UK, £20 for other EEC countries. EEC customers outside the UK should contact us for postage charges.
- **PAYMENT** – May be made by cheque or postal order, crossed and made payable to "**JOHN HENSHAW**"
- **CREDIT CARDS** - Please note we are only able to process credit card payment for orders via the internet. We use PayPal to handle all secure credit card transactions. We do not view any card details, your payment request is forwarded to the PayPal web site where you can choose to pay using credit/debit card, or PayPal account if you are already a PayPal account holder. This is a very secure method of payment, however as it costs us 5% of payments we prefer cheques!
- **ORDERING BY EMAIL OR TELEPHONE** - We recommend that you query availability of plants prior to ordering as some items are in very short supply. If you wish to place an order by telephone, we will be pleased to hold the plants for 7 days pending arrival of your cheque/Postal Order.  
For express service & customers wishing to order by email, please email your request to [sales@croston-cactus.co.uk](mailto:sales@croston-cactus.co.uk) and indicate that you wish to pay on line. We will confirm the availability of plants in your order and issue an email invoice including postage costs. The invoice will link to the PayPal web site for you to make your payment. If you need make changes to the order before payment just email us back with revisions. We normally try to post the plants within 24 hours of receiving confirmation from PayPal of your payment (see POSTAGE paragraph above).
- **YOUR MAIL ORDER RIGHTS** - We attempt to comply with the EU "Distance Selling Directive" & OFT "Guidelines for shopping from home" Plants are perishable so cannot be guaranteed indefinitely, but if any arrive from us in an unsatisfactory condition, please contact us and return immediately in the original packing for a refund or replacement. We usually aim to post orders within 24 hours of receiving your cheque or postal order. ***If you have not received your plants within 10 days of sending payment for your order***, please contact us by email or telephone. We may occasionally delay sending just prior to bank Holidays or during frosty weather.
- **PERSONAL DATA** – We only hold your name and address details when you request a paper copy of our list. These are not divulged to any other parties. For internet customers, we only hold your details for the purpose of processing your order. We do not make bulk e-mailings, nor will we notify you when our new list comes on line. Please make sure when ordering that your contact details including post code are clear.
- **NURSERY VISITS** - Our 75x15ft display and propagating glasshouse is open to personal customers. The nursery is open but by appointment only. If you intend visiting, a prior telephone call or email will confirm and may save you a wasted journey. We are usually open Bank Holiday but please telephone first. The nursery is situated on the A581 just east of the B5253, 15 minutes from junction 27 or 28 of the M6, or junction 8 of the M61. Telephone or email us for more detailed directions, or information on local amenities.

John & Norma Henshaw – February 2015.