

Ordering & Delivery



FAQ's

How our nursery works: We grow most of our trees in the open ground and they are lifted, graded and dispatched when the trees are dormant during the winter months. Some species are grown in plugs or pots, which does allow for an extended planting season from Autumn through to Spring.

Trees are tied in bundles and packed into plastic bags with moss around their bare roots to keep them moist in transit until planting. These bags are encased in double walled paper outer bags and strapped for transport with Post Haste couriers. Container grown species are packed into cartons.

Larger orders will be dispatched either in wooden bins, bags or cartons strapped onto a pallet with Mainfreight. We will always pack to minimize the freights costs to our customers.

We dispatch several million trees each year. Please order early to avoid disappointment.



Freight charges - what's the cost? Each year we dispatch several million trees throughout New Zealand via our preferred carrier, *Post Haste Couriers*. **This is a two day service.**

NZ wide Courier Rates:

Plastic lined paper bags

- Under 90cm \$18 + GST
- Over 90cm \$36 + GST

Plastic lined cartons

- Banana box size \$18 + GST
- Larger cartons \$36 + GST

Additional charges

- Extra large or heavy item \$ 6 + GST
- Rural delivery \$ 7 + GST

Rural address

- Allow an additional 1 or 2 days delivery as rural addresses are delivered by rural mail contractor.

Top of the South Island courier rates vary dependent on area.

Larger orders may be dispatched with other freight contractors either in crates or palletised, to minimise freight costs for the customer.



Bulk pallet load

What's the minimum order?

The minimum order is 10 per species and then in multiples of 10.

What discount is offered on larger orders?

For 50 or more plants we can offer a lower price. Some species have a further reduced price for 1000 or more.

Does the price include GST and freight?

No, they are plus GST and plus freight costs, if shipped from nursery.

Why are prices missing for some plant grades or heights?

We will only display available grades and pricing. The website will show if a particular grade is sold out.

How to order?

We prefer orders via our website online ordering system at www.appletons.co.nz. We also accept orders by email, mail or fax. Please do not phone your orders through to us as verbal orders introduces the possibility of errors in the species ordered. Our website is updated each year once stock take is completed around March. If you wish to order earlier, 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.

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.

Must I 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 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 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 coolstore or heeling in area until the complete order is ready for dispatch.

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. A mailed cheque is also acceptable, however we **do not** have CREDIT CARD or EFTPOS facilities.

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.

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 at 20-60cm grade would get 100-200 per bag. Smaller plug grown species up to 100 in a banana box and for 40-90cm pot grown species, up to 30 into a larger carton.