

Here are some answers to our most frequently asked questions. If you have a question which isn't asked here please email [sudbury@perrywood.co.uk](mailto:sudbury@perrywood.co.uk).

### **Do you guarantee plants purchased from Perrywood?**

Yes, we have a Perrywood Hardy Plant Guarantee, we guarantee the free replacement, or credit, of any container-grown, hardy plant that dies, providing it has received reasonable care, bears our garden centre labelling and is presented for examination with proof of purchase within one year. We cannot guarantee against damage due to severe weather conditions.

### **Do you sell and redeem gift vouchers?**

Yes, we sell and redeem our own Perrywood Gift Vouchers as well as the HTA Gift Cards. (Paper National Garden Gift Vouchers are still redeemable and available on request). We are unable to accept Wyevale Gift Cards.

### **Do you have a loyalty scheme or a pensioner's day?**

No, because we like to offer all our customers the best prices rather than just for the select few. Everyone who visits can take advantage of our great value, high quality plants and products. As an independent garden centre, we are unable to continue with the Wyevale Garden Club Points Scheme. Please come in-store to find out the benefits of shopping at a family-run, independent garden centre.

### **Do you offer a delivery service for bulky items?**

Yes, we offer a local delivery service for bulky items purchased in-store. Please refer to our Local Delivery Map [www.perrywood.co.uk/DeliveryMap2019.pdf](http://www.perrywood.co.uk/DeliveryMap2019.pdf) for delivery zones and prices.

We can arrange national delivery for non-plant purchases. Some exceptions apply. Please ask for a quote before you make your purchase.

### **Do you allow dogs on site?**

We welcome service/assistance dogs but our policy is to not allow other dogs into the centre.

### **Do you allow coaches to visit?**

We currently do not have the facilities to accept coaches.

### **Do you have concessions and franchises?**

No, we only sell plants and products which are sourced by us. We feel this gives us the edge over other centres as we can maintain high standards and offer value for money on all we sell.

### **What does the coffee shop offer?**

We offer wholesome homemade hot lunches, daily soups, sandwiches, and savoury scones alongside our hearty homemade cakes and famous scones, whole leaf teas and freshly ground coffee. Gluten free, dairy free and vegan options are available on our daily changing menu.