

IMPORTANT ANNOUNCEMENT – LOCAL DELIVERY SERVICE

We will begin taking orders over the phone from tomorrow (24/3) between the hours of 10am-5pm.

****UPDATED 12/4** – We are now only accepting orders via email or messages via our website due to overwhelming volumes of calls.

When contacting us to place an order, please ensure you provide a contact number and brief description of what you are looking for.

We will accept card payments over the phone only, and all deliveries will be to the door without any contact.

Please be patient when trying to place an order, as we only have one person taking the orders, and one person out doing the deliveries at any one time.

****UPDATED** 18/4** – Due to extremely high volumes of orders, it could take up to 14 days to get back to you to take your order & payment, but we will do our very best to get back to you sooner if possible.

****UPDATE – 26/4** – Although we don't charge for delivery, there is a minimum order of at least £20 on all orders (this applies to Rye, Fairlight and surrounding areas close to these).

There is a minimum of £30 for all other areas that we will deliver to.

We will look into the possibility of uploading a list of available composts, plants etc with prices over the coming days, but for now will have to discuss what we have in stock with you over the phone.

****UPDATED** 12/4** – We now have a stock list available to view on our website, we will do our best to update as regularly as possible as new stock arrives.

****UPDATED** 18/4** - This is currently happening every Sunday.

You can also view a selection of our available shop products (ie: Fertilisers, Bird Food, Lawn Seed, Tools etc) which are available via our ebay store here: <https://www.ebay.co.uk/str/gardengemsonline>

****UPDATE**** - We have had to stop selling certain products online, so please ask us for availability on anything you cannot see, especially bird food, dogs treats and accessories, garden tools, hoses and connectors etc.

****IMPORTANT**** The compost we sell on ebay are only small bags, we sell a large selection of big bags for our local customers, please check our stock list or ask us for availability.

Whilst we do not want to charge for deliveries, it might be necessary for us to request a small charge depending on your location and value of order, If there is a charge applicable we will inform you before we have taken payment of your order.

Finally, due to the demand we've seen over the past week or so, we are currently short on stock in a few areas, although we are expecting deliveries in, we might require a little patience and understanding, if we don't currently have what you want in stock, we can arrange to get back to you as and when it becomes available.

Please understand safety will always come first, and we will be assessing this service on a daily basis in line with government recommendations.

Thank you for your patience and support at this difficult time.

The English family