Your plant arrival checklist

Compare the delivery with the order and photograph its overall condition. Clear records make any questions easier to follow up.

01 Match the order and quantities

Check plant names, sizes, quantities, pots and saucers against the confirmed list. For sets, check each item. If a substitution was agreed, refer to that confirmation.

02 Record condition and packaging

Photograph the whole plant, pot and packaging before taking close-ups of concerns. Natural shapes can vary; identify specific differences from the confirmed specimen or specification.

03 Check agreed additional work

If repotting, installation or removal was agreed, check it against the confirmed scope. List any incomplete or unclear items for the team to review.

04 Keep useful records of an issue

Record the arrival time, order reference, affected item and photos. Keep relevant packaging and labels for checking until the team advises the next step. Raising a query does not itself confirm a return or replacement.

05 Use the matching care guide

Use the existing care PDF for the correct species and tell the team where it will be placed. If packaging, supports or the pot arrangement are unclear, send a photo and ask before altering them.

Your details, in one place

Print and fill in this page, or copy the headings into your reply. Mark unknown details as “to be confirmed”.

Order reference / arrival date and time

Plant and accessory checks

Affected item / photo numbers

Packaging and label records

Completed / outstanding services

Questions raised with the team

Next step

Send the order reference, specific concern and photos together. The next step will be assessed against the circumstances and agreed terms.