



"Real" Christmas Trees

109 Ashgrove Ave, Ashgrove, 4060
(Jubilee Framers building)
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Mobile 0414 560 406
ABN 45685 499 690
www.realchristmastrees.com.au
sales@realchristmastrees.com.au

INFORMATION SHEET

HOW TO ORDER

Post or fax the order form back to us or phone us on 07 3366 8461 to order your tree.
Order securely on-line at www.realchristmastrees.com.au.

WHY A CUT CHRISTMAS TREE?

Plastic trees don't smell like a REAL Christmas Tree. They do not need assembly. If you place the tree in one of our stands, it is up in a matter of minutes. They are a better option for the environment.

HOW LONG DO THEY LAST?

With proper care, trees will look their best for 3 weeks. Trees delivered before 4th December are intended for those people going away before Christmas. The tree could be past it's prime on Christmas Day.

WHAT SIZE CHRISTMAS TREE?

Our most popular size is Medium. These trees stand over 1.8metres (6 foot) tall but with a star on top they are lower than a standard ceiling. However, we offer a range of sizes to suit different needs. The tree size refers to the minimum size. Typically trees are at least 15cm taller.

DO THEY DROP NEEDLES?

The trees are Monterey Pines. They are suited to our climate and drop very few needles.

STANDS

Our stands hold the tree up securely and have a water reservoir. If the tree is watered regularly the tree should look it's best for three weeks. The water level should be checked daily.

PICKUPS

Trees can be picked up on or after the nominated date but before the next pick up date. If the tree has not been taken on these days, it will be returned to stock. Please advise us of date changes.

DELIVERY COSTS and DUE DATES (Subject to change)

We normally get the tree to you on the due date but it may be up to 3 days later.
Delivery dates may be altered due to demand. We reserve the right to adjust delivery costs if your location is particularly awkward to get to.

Please contact us if you are outside our standard delivery areas.

UNIT AND CBD SURCHARGE

If you live in a unit or your office is in the Brisbane CBD, there is a \$10 surcharge due to parking and access issues.

REMOVAL SERVICE

We offer a tree pickup service. To guarantee pickup please contact us before Christmas to organise pickup of your tree.

PRE-ORDER AND DEPOSIT POLICY

As there is a limited supply of trees, people have missed out because customers have ordered trees and not picked them up. We have been forced to insist on pre-payment or a deposit.

REFUND POLICY

We will apply an administration charge of \$10 to any orders that are cancelled up to Wednesday 15December and \$30 after this date.

OPENING HOURS

Up to 25 Nov and from 21 Dec we will be open

Mon - Fri 9:00 am - 5:00 pm
Sat 9:00 am - 2:00 pm

Extended hours from 27 Nov - 20 Dec

Mon - Fri 9:00 am - 5:30 pm (5:00 pm 23 & 24 Dec)
Sat 9:00 am - 4:00 pm Sun 10:00 am - 2:00 pm

Closed from 25 Dec 2010 to 3 Jan 2011