Missed Tree Collection Process

We're Treecycling — Collected · Shredded · Recycled

We do try our best to collect all registered trees, but on occasion, for various reasons a tree maybe missed. We apologise in advance if your tree is missed and ask you to get in touch as below:

What to do if your tree has not been collected?

If your tree hasn't been collected by **18:00 on Sunday 10th** January, email trees@comptoncare.org.uk
Title your email "Missed tree" and within your email include:

- Name
- Full address
- Postcode

Your details will be passed to our volunteer mop up crew and collected during week commencing 11th January.

We must receive notification of a missed tree no later than midday on Thursday 14 January to guarantee that your tree will be included in the follow up collection.

Follow up collections will take place week commencing 11th January.

Emails received after midday on 15 January 2026 will not be actioned and we will not be able to collect your tree.

We regret that we are unable to process refunds for missed trees if you do not adhere to the above process.

Please DO NOT email before 18:00 on 10th January 2027. Our crews will be collecting across a wide area over the 4 days and your address may be on a later route.

Thank you for treecycling with us.

Compton Care
specialist palliative and bereavement support

Registered charity number: 512387