

Claims Guidelines

Four Star is confident that all plant material will reach each customer in excellent condition, it's our mission. However, we realize there will be times that an issue may arise where credit or replacements are needed & requested. In an effort to streamline your claim, please use this map to help guide you through the process.

Materials:

Please do not discard plants, tags, or shipping boxes before contacting Four Star's Customer Service Dept. as we may require damaged merchandise to be returned.

Photos:

Please take photographs of all product being claimed, including damaged boxes, as they are required and help expedite the claim.

Photos should represent:

- 1) Close up shot of plant representing the affected product (identifying plant issue)
- 2) Wide shot of amount claimed (totality of the claim quantity requested)

Initial Claim



Shipping Damages:

Shipping damages due to extreme weather or mishandling by freight companies need to be reported to Four Star **within 24 hours** of delivery.



Quality or Shortages:

Quality or shortages need to be reported to Four Star **within 7 days** of delivery.



Replacements

It is recommended to book a replacement through a Four Star representative in order to associate the new order with the original order. Plant and freight charges will apply to the replacement order. Credit will be applied to the original order, including freight, upon approval of the claim.



Final Claim:

Final claim quantities must be reported within 30 days of the preliminary notification date. Claims will be denied and closed if final numbers are not reported within the 30 day time frame.



Making it right!

- Fill your replacement box with additional trays at **no additional shipping charge**. Shipping costs on replacement orders are adjusted to reflect only the cost of the product that was replaced.
- Trays for varieties received in error can be kept and purchased at **50% off**. Correct tags will be shipped.

Buyback Guidelines

Four Star is proud to be your partner and supplier for Proven Winners®. In the event that we receive an order cancellation request that is outside of our cancellation time period, please use this map to help guide you through the buyback process.



Cancellation Request:

Four Star's cancellation policy states any order cancelled within the crop's specific grow time plus 2 (two) weeks will be billed to the broker/customer, with the opportunity to resell the material.



Confirmation:

Four Star will contact the broker for approval before cancelling any material that would go on the buyback. Additional information regarding the individual situation, may be requested.



Buyback Availability:

Once confirmed, the material will be removed from the order and will go back on Four Star's availability – giving both the broker and Four Star the opportunity to resell the material within the original order's ship week. Four Star will help to resell the buyback product after current existing inventory is depleted. Volume/EOD discounts follow the customer, not the material. Resold material will take on new buyer's volume.

Unsold Material



Shipped to Customer:

If the material was not resold by the broker and is still on Four Star's availability, the customer/broker can elect to have the material still shipped, as they will be billed for it. Normal deadline (previous Wed @ 4p EST) applies.



Unshipped & Billed to Broker:

To provide every opportunity to resell the material, Four Star will wait & compare the material that was unsold vs. live Four Star availability on Monday afternoon (deadline) of original order's ship week. Material that remains unsold will be billed to broker. Original customer's volume/EOD discount applied for billing. LMTs & freight removed from final billing.



Documentation:

Four Star will provide a spreadsheet for the Broker House to document material that was resold. This document is to be communicated back to Four Star. Four Star will compare to live availability at completion of buyback process to ensure all resold material is captured and removed prior to billing.



Broker Error:

Cancellation requests due to Broker error will follow the same process.