



**FLORAL RESOURCES/HAWAII, INC.**

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**PRODUCT CLAIM POLICY AND PROCEDURES: (Supersedes all previous policy /procedures)**

Even though we strive to provide the very best quality and service available and to maintain the highest quality control standard in the business, an occasional problem may arise due to the perishable nature of our product. If this should happen, we must require that our customers follow the guidelines below:

- 1) Inspect all product immediately upon arrival. If a problem is encountered, you need to report the situation to your sales representative within 48 hours of receiving the product. Do not discard the product until you contact your sales representative. Floral Resources reserves the right to have the product returned, at our expense, for further examination.
- 2) In order for your sales representative to record your problem properly, the following information must be provided at the time of the complaint:
  - 1) Invoice / Order number
  - 2) Date shipped and received
  - 3) Air way bill or tracking number
  - 4) Items and number of units damaged
  - 5) The specific problem encountered with product(s).
  - 6) Miami shipments only: The airway bill number or box lot number which is stamped on the end of the box.
- 3) A written request confirming the claim with all of the above information included must be forwarded to our Hilo, Hawaii office within five business days to support your claim.
- 4) Once your request for credit is approved, a credit invoice will be processed and mailed to you. If the credit request is denied, our Credit Manager will notify you in writing.
- 5) Credits should not be automatically deducted from any payment. If you do not receive either a credit invoice or denial letter by the time payment is to be made, please fax a copy of your written request to our Credit Manger in our Hilo location. The situation will be researched and you will be contacted as quickly as possible.
- 6) Please note that transportation problems, such as delays, overheating, frozen/burned products, etc., must be handled directly by you and your freight carrier. If the carrier is Federal Express and we include the freight cost on the invoice of that particular shipment, Floral Resources will handle the claim.

**NOTE:** If your shipment is sent from our Miami location and you elect to have the product sent by truck as opposed to air, most probably the product will be sent on a "refrigerated" truck. We will not guarantee any anthurium product delivered by truck due to the exposure to low temperatures. Anthurium flowers will not tolerate temperatures below 50 degrees Fahrenheit for an extended period of time.

**TERMS AND POLICY AGREEMENT DECLARATION:** I declare that I have read and understand the policies and credit terms of Floral Resources/Hawaii, Inc.. I agree to all of the directives in their entirety as stated. The individual executing this instrument is a duly authorized representative of the company stated below.

\_\_\_\_\_  
Print Company Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name & Title

**NOTE: PLEASE RETURN THIS FORM TO OUR HILO, HI OFFICE AT THE ADDRESS INDICATED ABOVE. THANK YOU.**