

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 and 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 department.



Photos

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

- Close-up shot of plant representing the affected product (identifying plant issue)
- 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.



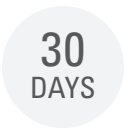
Quality or Shortages

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



Replacements

It is recommended that you 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 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 resell the buyback product after current existing inventory is depleted. Volume and EOD discounts follow the customer, not the material. Resold material will take on the new buyer's volume.

**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 shipped, as they will be billed for it. Normal deadline (previous Wednesday @ 4pm EST) applies.

**Unshipped & Billed to Broker**

To provide every opportunity to resell the material, Four Star will wait and 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 and EOD discount will be applied for billing. LMTs and freight will be removed from final billing.

**Documentation**

Four Star will provide a spreadsheet for the Broker to document material that was resold. This document is to be communicated back to Four Star. Four Star will compare it to live availability at completion of the 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.

