

CLAIMS & LIMITATIONS

Ensuring your satisfaction is important to us. Being a supplier of perishable product can sometimes bring challenges. At Four Star Greenhouse we choose to meet these challenges head on and provide fair solutions. To aid in making this process smooth and painless, we have outlined the following guidelines to aid you in this process.

Patent and Trademark Protection

Propagation of plants that are patented or are patent pending is strictly prohibited and illegal. Unauthorized use of any trademarked name or logo is strictly prohibited.

PLEASE NOTE:

SUPERSAVER™ RATES WILL NOT BE APPLIED TO ADD ON ORDERS. ALL ADD ON ORDERS WILL BE SHIPPED AND BILLED AT THE ANYTIME RATES, REGARDLESS OF WHICH WEEK IT SHIPS. AN ADD-ON ORDER IS DEFINED AS AN ORDER RECEIVED AFTER THE DEADLINE FOR STANDARD ORDERS.

Order Deadlines / Definitions:

Standard Order = An order received in our office no later than the Tuesday by 4:30 p.m. E.S.T. preceding the desired ship week.

Add On Order = An order received in our office after the standard order cutoff , but no later than the Monday of the desired ship week at 12:00 p.m. noon - E.S.T.

Terms & conditions

Four Star warrants to purchaser that its products shall conform to the description and that the plant material will be viable when received. Our liability is limited in amount to the purchase price of the plant material on which the claim is made, whether arising from negligence or any other cause. We shall not be liable for any consequential or incidental damages to the purchaser or any other person for said damages. Please see back of our acknowledgements, shippers and invoices for further details. All varieties are subject to availability of stock and/or seed quality.

Order Cancellation Policy

Any order cancelled within 4 weeks of the ship week will be billed to the broker/customer.

Claims

FOUR STAR PROVIDES SELF-INSURANCE ON ALL ORDERS!

We will honor all reasonable claims for damages due to extreme weather or mishandling by the freight companies.

If this occurs please contact us within 24 hours.

Do not discard plants before contacting Four Star's customer service department. In some cases we may ask that you return the damaged merchandise to us for inspection. Please provide Four Star Greenhouse with accurate numbers of your loss and we will do our best to replace these items or issue a credit if replacements are unavailable.

This service is available on prepaid shipments only (Third party shipments do not qualify for this service).

CLAIMS POLICY

We are confident that all plant material will reach each customer in excellent condition, but there will be times when an issue may arise where credit or replacements would be requested.

Correspondence with our Product Line Managers and the customer is imperative so problems may be resolved quickly and even reduce the amount of claims submitted. So that issues may be addressed promptly, the following claims policy will apply for the 2008-2009 season.

1. Claims due to quality or shortages need to be reported to Four Star within 7 days. Credit will be calculated on shortages for the entire shipment, not on individual items.
2. Shipping related issues are to be reported within 24 hours of delivery. Final numbers must be reported within 30 days of notification. Claims will be closed if final numbers are not received within the 30 day time frame.
3. Four Star reserves the right to have shipments returned if deemed necessary. This can be related to quality or freight issues. We advise that the customer does not discard plants or shipping boxes until notifying Four Star. If necessary, we will make arrangements with Federal Express to pick up the product. Fed Ex will provide a label to be filled out by the customer when they arrive. We will need contact information and hours that Fed Ex can pick up at the customers

location. A claim report must be received by Four Star prior to shipping replacements if needed. Note: If a customer is receiving replacement product there is an opportunity to add additional trays since we will be sending an 8-count box at no charge freight.

4. Photographs of plant issue's may be required and are appreciated.
5. If a new purchase order is generated for a replacement order, we ask that a comment is added to the order referring to the original purchase order number. If plants are requested to be returned, no credit or replacements will be made until the plants are returned.
6. Upon shipping replacement orders, no freight costs will be charged. In the event that we do not issue a replacement, we will credit the RMT on the credit invoice. We do not issue freight credit on any claim.
7. On claims reported for salesman error, we will only issue credit if we can sell the product after our current inventory is depleted. If not sold, we will bill the broker.
8. Failure to follow these steps may void a credit claim.

Guaranteed Freight Delivery

Four Star offers self insurance on all orders shipped. We will honor any reasonable claims for damages due to extreme weather or mishandling by the freight companies. If this occurs, please contact us within 24 hours. Do not discard plants before contacting Four Star's customer service department. In some cases we may require that you return the damaged merchandise for inspection. Please provide us with your broker and accurate numbers of your loss and we will do our best to replace these items or issue a credit if replacements are unavailable. This service is available on pre-paid shipments only. Four Star does not accept any Third Party shipments.

Other Claims

For claims due to quality or shortages, please contact your broker within 7 days of receipt of your order. If your claim exceeds 20% of your shipment please contact Four Star's customer service department. (734-654-6420) We cannot help solve these issues if we are not notified of them. No Credit will be issued for claims received after 7 days. Failure to follow these steps may void your credit claim.

All items / programs on this page are subject to change at anytime without notice.
Please contact our office for the most up-to date information.