

## PRODUCT CLAIM POLICY AND PROCEDURES

Florius Flowers is well regarded for its excellent product quality. However, despite of our utmost effort to provide the best quality and maintain the highest quality control standards possible, occasional problems may still arise due to the perishable nature of our flowers. Florius Flowers attempts to honor claims whenever possible. However, to be able to do this, we must require that our customers follow our guidelines as follows:

1. Immediately inspect all products delivered upon arrival.

If any problem or quality related issues are discovered upon arrival, we kindly request for an immediate incident report to be sent to us which should include all the following details:

- a. Invoice / Order Number
- b. Date Received in Distribution Location
- c. Varieties, Grade, and Quantity affected (in stems and/or bunches and/or boxes)
- d. We require a digital photo to be included in the report to support your claim. We will also use the submitted photo to conduct future investigations and assessments regarding the issue.
  - Photo must clearly show the visible damage.
  - Photo must clearly show the label of the box including the box number.

Correctly determining the cause of the problem will allow us to ensure that the quality of our future shipments will meet or exceed our set standards.

All the above information requested will allow us to provide a quicker and more efficient service. Please be advised that we cannot honor your request for claim if any of the above information is missing.

You may send all requested information via email at [sales@floriusflowers.com](mailto:sales@floriusflowers.com). You may also send us the requested information by using the attached **Credit & Claims Request Form**.

2. Your claim will be investigated within 48 hours upon receipt of the Incident Report, including all required information.
  - Once your request for claim has been approved, a credit invoice will be processed and will be mailed to you.
  - If in case your credit request is denied, we will notify you via email within 5 working days.
3. Kindly inform us immediately if you didn't receive either the **Credit Invoice** or the **Denial Notice** via email by the time the payment is to be made.

We advise that you don't deduct the claim from any payment that is yet to be made.

**NOTE: Amount issued for credits and claims will only be equal to the amount stated in the invoice. All claim requests must be sent within 24 hours upon receipt at the destination.**

TERMS AND POLICY AGREEMENT DECLARATION: I declare that I have read and understand the claims policy of Florius Flowers. I agree to all the guidelines stated above. The individual executing this instrument is a duly authorized representative of the company stated below.

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Company Name

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Authorized Signature