



600 Mamaroneck Avenue, Harrison, NY 10528-1631
Tel: 914-698-2300 - Fax: 914-698-2840

To Our Valued Customers:

It is our goal to deliver healthy plants to our customers in a timely manner. We understand that occasionally a claim may be needed. We will do our best to send a replacement or issue a credit when replacement is not possible.

All Claims due to quality, shortages or shipping damages must be reported immediately, or within 24 hours of delivery. Failure to contact us within this time frame may cause your claim to be **denied**.

Your assistance in resolving any issues that may arise is appreciated. Please help us by following the below guidelines:

Contact:

- Contact Credit Specialist Marcia Ridgway in the Harrison Office Immediately @ 1-800-345-3787, ext: 258
OR
Email: credits@fredgloeckner.com

Claim Requirements:

- Damaged in transit – Pictures are Required.
- Short Shipment - Total Amount and the name of the actual plants.
- Incorrect Product – Pictures are Required.
- Poor Quality – Pictures are Required.

We appreciate your business and thank you for your cooperation!