



550 Mamaroneck Ave.
HARRISON - NY - 10528

Phone: (914) 698-2300
Fax: (914) 698-0848

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 issue a replacement or issue a credit when replacement is not possible.

All claims due to quality, shortages or shipping damage must be reported immediately, or within 24 hours of delivery. Failure to contact us within this time from 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 guide lines:

Contact:

- Contact Credit Specialist 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.