



CLAIM AND CREDIT REQUEST PROCEDURES

Dear partner,

Hilverda De Boer is doing its utmost to guarantee you the best product; flowers, however, are a natural product and there is always an opportunity of damage or other issues that are out of our control.

In case of any quality discrepancies, missing products or other quality issues, Hilverda De Boer must be notified by email 24 hours after arrival.

All requests are to be sent to your sales representative accompanied with;

- ✓ Pictures of the affected flower
- ✓ Picture of the box label
- ✓ Pictures of the whole claimed lot of flowers
- ✓ Invoice number
- ✓ Date of arrival
- ✓ Quantity of products

When all requests are reviewed by the sales representative and when approved, your credit will be added to your statement.

Thank you for your business and support.

With kind regards,

Hilverda De Boer USA