

# ARC Ferns, LLC

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www.arcferns.com

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## Claims Policy

In order to assure proper handling of your claim, please follow instructions listed below:

1. All claims must be filed within 24 hours of receipt of goods, and must be accompanied by photographic evidence
2. Claims filed late will not be accepted
3. Claims filed after transplant will not be accepted
4. Remedies, credits, or replacements shall be issued based on the following criterion:

<b>Problem</b>	<b>Remedy</b>
Boxes arrived crushed	Take a photo and file a claim with your transportation company.
Plants were not ordered or order was cancelled	We will arrange to pick up the plants
Plants were wrong variety	We will arrange to pick up the plants
Plants were too big / too small	We will offer proportional discount or we will arrange to pick up the plants
Plants were infected with pest, weed, or disease	We will offer discount to offset treatment costs or we will arrange to pick up the plants
Plants have dried out in transit (within shipment window)	At our discretion, we will credit or replace proportion of damaged plants

5. All UPS and Fedex deliveries are packed to the highest industry standards. We do NOT warrant plants after they have left our docks. While we may offer (at our discretion) assistance in filing a claim with your carrier of choice, we WILL NOT credit plants for transport damage or late delivery.

Sincerely,

ARC Ferns, LLC

**Mailing address:** 30329 Gidran Terrace, Mount Dora FL 32757

**Shipping and Delivery:** 4707 Oak Hill St., Apopka FL 32712