



CREDIT PROCEDURES

Dear Valued Customer,

Our most important goal at Continental Farms is to provide you with top quality flowers. Every effort is made to ensure that the flowers you receive from us are of the freshest and finest quality available.

However, there will be times when you receive flowers that are of questionable quality. Should this situation occur, please contact your Sales Representative immediately. They will provide you with a **Control Number** that will serve as verification of your request for credit.

We guarantee our product 100%!!

Enclosed in this packet are copies of our "Procedures For Obtaining Credit". Please retain this information for your records, and refer to it when asking for credit.

We appreciate your support and business; and we look forward to serving you in the future.

Sincerely,

Vivian Solan
Vice President of Sales



PROCEDURES FOR OBTAINING CREDIT

- I Any questionable product should be REPORTED BY PHONE TO YOUR SALES REPRESENTATIVE WITHIN **24 HOURS** of receipt of shipment.

Please have the following information:

1. PRODUCT DESCRIPTION
 2. GROWER of PRODUCT
 3. SOUTH AMERICAN AWB # stamped on the short end of the box lid
 4. INVOICE DATE
 5. INVOICE NUMBER
 6. DATE PRODUCT RECEIVED
 7. CARRIER product received from
 8. ESTIMATED LOSS
 9. DIGITAL PHOTOGRAPHS OF DAMAGED PRODUCT AND BOX LABELS.
2. Email the Digital photographs of the damaged product to your salesperson.
3. Obtain a CONTROL NUMBER; this is your verification that you called for credit.
4. A WRITTEN REQUEST FOR CREDIT must be received **within 10 days** of receipt of shipment.
- A. Fill out the CREDIT REQUEST FORM (which is provided) and mail it or fax it to your Sales Representative at **305-591-0615**.
- B. If you are using your own format, please do not forget to include the following information in your letter:
1. INVOICE DATE
 2. INVOICE NUMBER
 3. QUANTITY TO BE CREDITED
 4. TOTAL DOLLAR AMOUNT REQUESTED
 5. BRIEF EXPLANATION of problem
5. Please be prepared, if requested, to ship any product back to us (local customers must return product back to us). Please consult your Sales Representative regarding disposition of flowers.
6. Should your credit be due to a delayed shipment, consult your Sales Representative as to the need for an inspection by the common carrier.



CREDIT REQUEST FORM

SALES REPRESENTATIVE: _____ DATE: ____/____/____

ACCOUNT NAME: _____ ACCOUNT #: _____

CITY / STATE: _____

THIS LETTER IS YOUR REQUEST FOR CREDIT ON THE FLOWERS DESCRIBED BELOW:

CONTROL NUMBER	
INVOICE NUMBER	
INVOICE DATE	

PRODUCT	
GRADE	
COLOR	

AWB NUMBER	
UNITS SHIPPED	
UNITS BAD	

PRICE CHARGED	
MISC. CHARGES	

TOTAL CREDIT REQUESTED	\$ _____
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DESCRIPTION OF PROBLEM: _____

THIS IS YOUR OFFICIAL CREDIT REQUEST LETTER. PLEASE APPROVE BY SIGNING BELOW AND RETURN WITHIN TEN DAYS OF RECEIPT. IF RECEIVED LATER THAN TEN DAYS YOUR CREDIT REQUEST WILL BE VOID.

CUSTOMER SIGNATURE: _____

SALES MANAGER: _____ DATE: ____/____/____