



AN EMPLOYEE-OWNED COMPANY

McHutchison Claim Policy

Thank you for choosing McHutchison, your full service broker for all your horticultural needs. In order to better service you in a timely and efficient manner, please follow these guidelines when submitting a claim.

- Contact your servicing representative or our office immediately. Please provide accurate numbers of the loss, and we will do our best to replace these items or issue a credit if replacements are unavailable.
- All transportation claims and shortages must be submitted within **24 hours** of signing for plants. Please have the shipping documents handy as we will need the order number and quantity of plants.
- Before signing for any shipment check for visual damage to plants and or boxes and note damages on the bill of lading or shipping documents.
- Count all boxes. Shortages should also be noted on the shipping document, indicating the number of plants received and the number shorted.
- Please keep any damaged boxes with original packing and contents as many carriers will deny a claim without being able to inspect the condition of the boxes and contents.
- All other claims such as quality issues, size, incorrect item etc. should be reported within **48 hours** of receipt of plants.
- Claims for questionable quality have a grace period of up to **3 weeks** if you are attempting to salvage the plants, but a preliminary report must be filed within **48 hours** so that we can notify our supplier of the potential problem.
- No product should be disposed of without authorization from McHutchison.
- **Photographs are required to support all claims for nursery stock or for unrooted cuttings from Florexp** and are recommended for all others.

Should you have any questions please call the Claims Department at McHutchison at 800-943-2230 ext. 330, fax to 973-317-1218, or email Sue Kieft at skieft@mchutchison.com.

Nursery Department claims should be faxed to the attention of the Nursery Department at fax # 973-317-1220 or emailed to nursery@mchutchison.com.

You may also file claims 24/7 on our website at <http://www.mchutchison.com>