



*Horticultural Brokers Since 1965*

## *Claims Policy*

We make every effort to correctly describe the products we offer. Significant discrepancies in the variety, size or quality of plants are the responsibility of Charlie Cook Associates. All claims should be submitted by telephone, fax or e-mail within 24 hours of receipt of shipments. We may require photographs clearly illustrating the discrepancy for evaluation and to share with our growers for quality control purposes.

Items that are damaged or lost in transit are the responsibility of the transportation company. Plants missing or damaged on arrival should be noted when signing freight bills, and claims should be initiated immediately with the transportation company, according to its requirements. We will be happy to assist you in filing or documenting your claim, but cannot file it in your behalf.