



To our valued customers:

We thank you for your business and the trust you bestow on us each time an order is placed.

In order for us to provide a more efficient and timely resolution to claims processing, we are clarifying our claims policy. In addition to the information already supplied on the claim form we need you to furnish us with some supplemental information.

This will provide faster Customer Service, and claim resolution while allowing us to continue offering competitive pricing in the marketplace. Effective immediately, we are implementing a new claims policy that should make the process clearer for all of us.

1. All claims must be reported within 24 hours. Even if the claim is preliminary we still need to know that there is potentially a problem with the shipment.
2. Please include the following documentation and/or pictures: We also are requesting :
 - Pictures of the tray labels
 - Pictures of the actual trays
 - Pictures of the boxes inside and outside for freight damage claims
 - Number of boxes received
 - Copy or photo of packing list
 - Speedling order number
 - Tracking / Pro Number
3. Please incorporate the above information into the claim form you currently use, or you can use the new form attached to this email.

All of this information is critical to us when filing a claim with a carrier when shipping damage occurs. It also helps us identify quality issues-and allows us to implement corrective action immediately.

Thank You for your support and cooperation!

The Ornamental Team



Claim Form - Online

Senders or Shipper's Name/Contact

Company: **Speedling Inc**
 Address **199 Crawley Gap Road**
 City **Blairsville** State/Province **Georgia**
 Country ZIP/Postal Code **30514**
 Phone **1-800-785-1077** Fax **813-645-6237**
 E-Mail **ClaimsOrn@speedling.com** **ClaimsVEG@speedling.com**

Recipient's or Consignee's Name/Contact

Company _____
 Address _____
 City _____ State/Province _____
 Country _____ ZIP/Postal Code _____
 Phone _____ Fax _____
 E-Mail _____

Required items

Tracking or Freight Bill Numbers

Customer P.O. # _____ Speedling SO # _____ Shipment # _____

Additional tracking numbers for this claim request allowed (must have same sender, recipient, and ship date)

Shipment Information

Ship date _____ Received Date: _____
 Qty of boxes shipped _____ Qty of boxes damaged _____
 Qty of boxes damaged | Item # | Item Description | Claimed Amount

Please retain all packaging and merchandise until your claim is resolved

PLEASE INCLUDE EXTERIOR AND INTERIOR PHOTOS OF MATERIAL DAMAGED INCLUDING PACKAGING

Contents of shipment _____

Describe damage to outer packaging _____

Describe inner packaging _____

Describe damage to contents _____

Declared value

The value declared on the shipment \$ _____ Declared value for customs (international shipments only) \$ _____

Merchandise value

(original purchase value and/or cost to repair) \$ _____

Freight charge \$ _____ Total claim/C.O.D. amount \$ _____

Customer remarks _____

Salvage

If your claim is filed for damage, and mitigation through repair or allowance is not possible, please explain why and provide contact information for salvage.

Salvage should be held until investigation of the claim is complete

Salvage Contact _____ Phone _____ Fax _____

Claimant Information

Signature (for fax or mail) _____ Internal Reference No. _____

Claimant's Name (please print) _____

Claimant's Address _____ Phone _____

City _____ State/Province _____

Country _____ Zip / Postal Code _____

E-mail _____ Fax _____

ALL CLAIMS MUST BE RECEIVED WITHIN 24 HOURS

E-mail, Fax or Mail

Please return the completed form and required Proof of Value documentation (invoice and/or receipt) to:

ornamentalorders@speedling.com

Fax 813-645-6237

vegetableorders@speedling.com

P.O. Box 7220 Sun City Fl. 33586