

**Problem?**  
**We are here to Help!**  
**Phone Ball within 24 hours**  
**800-879-2255**

**TO REPORT OR REQUEST THE FOLLOWING:**

**I. QUALITY OR SHORTAGE**

- ◆ **Plants:** Date received? How was the order shipped? How many cases?  
*Fully describe the problem*

**II. TRANSIT DAMAGE - WE HANDLE YOUR CLAIMS!**

*To expedite your claim please follow these procedures:*

- ◆ Do not refuse or return products. If you do, the right to file a claim is lost and you will be liable for the material and freight.
- ◆ Count the cartons and inspect all for external damage. Check for open or resealed cartons.

**Please note any damage, shortage, opened or resealed cartons on the delivery receipt.**

- ◆ Open the boxes immediately and inspect them for damage such as scorched, frozen, or broken plants; material shortages; etc.

**CALL US IMMEDIATELY IF A SHIPMENT IS DAMAGED.**

**PICTURES: Our suppliers now require pictures for any quality or transit claims.**

- ◆ Please forward any pictures to your Ball Seed Representative or direct them to [qn@ballseed.com](mailto:qn@ballseed.com).

*We will replace your product or credit your account as appropriate.*

**III. CANCELLATIONS**

- ◆ Plant and Plug order changes and cancellations must be requested prior to the sow/stick date. Cancellations or changes made after an order is sown or stuck are subject to supplier approval and may be denied.

**IV. PROOF OF DELIVERY (POD) OR PACKING LIST**

- ◆ Request a POD within 30 days of invoice receipt. Requests after that time cannot be honored.