

STEWART'S GREENHOUSE

Stewart's Greenhouse

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Plant Claims & Quality Policy

At Stewart's Greenhouse, we take great pride in the quality and consistency of the plant material we ship. All plant material is thoroughly inspected prior to shipment and confirmed to be in good condition before being released to the transportation company.

Once a shipment leaves our facility, responsibility for transportation is transferred to the carrier. However, we remain committed to working with our customers to resolve any legitimate concerns.

Inspection Upon Arrival

Customers are responsible for inspecting all plant material immediately upon delivery. Any discrepancies regarding **quality, quantity, or variety** must be reported to Stewart's Greenhouse or your brokering agent **within 48 hours of receipt**.

Failure to report issues within this timeframe will result in the shipment being considered **accepted in full and in satisfactory condition**.

Claim Requirements

To process a claim for damaged, missing, or incorrect plant material, the following must be submitted within the **48-hour reporting window**:

- A detailed written description of the issue
- Clear photographs of the affected plant material
- Photographs of the entire shipment and packaging if damage occurred in transit
- The original invoice or order number

Claims submitted without adequate documentation may not be eligible for credit.

Transportation Damage

If damage appears to have occurred during transit:

- Damage must be **noted on the carrier's delivery receipt at the time of delivery**
- Photographs of packaging and plant material must be provided

Stewart's Greenhouse will assist with transportation claims when appropriate; however, the final determination of responsibility may rest with the carrier.

Non-Eligible Claims

The following circumstances are not eligible for credit or replacement:

- Claims submitted after the **48-hour period**
- Damage caused by improper handling, watering, or storage after delivery
- Environmental damage after receipt (heat, cold, or drought stress)
- Normal transplant shock or minor cosmetic imperfections
- Losses due to pests or disease after receipt
- Plants that have been **repotted, transplanted, or resold**

Claim Resolution

Approved claims may be resolved at the discretion of Stewart's Greenhouse through:

- Credit toward a future order
- Replacement plant material
- Partial credit based on the extent of loss

Cash refunds are not issued unless required by prior written agreement.

Limitation of Liability

Stewart's Greenhouse liability is strictly limited to the **original purchase price of the plant material in question**. Under no circumstances shall Stewart's Greenhouse be liable for **consequential, incidental, or lost profit damages**.