



## **Shipping Terms and Conditions of**

### **Third Branch Flower, LLC**

Our primary freight carrier is FEDEX. With all freight, Third Branch Flower, LLC, will not be responsible for the performance of the carrier, including in the case of late or delayed shipments and can provide no guarantees with respect to delivery times.

Once the flowers have left our warehouse, we have relinquished control of handling; any distress to the flowers related to transportation conditions and/or delays cannot be our responsibility. Please let us know if you would like to pay additional money in order to purchase FEDEX insurance.

The proper shipping address must be provided at the time you place an order. In order to guarantee delivery to the appropriate location, you *must submit the address in writing, by regular mail or e-mail*. We are not responsible for any damage to flowers due to delays caused by wrong addresses if you do not provide your address in writing.

#### **Claims for Credit or Replacement**

Because of our strict quality standards, we take the issue of credits very seriously. We realize that we distribute perishable items and there may be times when Third Branch Flower, LLC is unaware of a problem until after the product has left the warehouse. A replacement or credit will be issued for any legitimate request due to quality issues. Third Branch Flower, LLC may ask for your assistance with pictures, date and time of delivery, and possibly the return of the products in order to identify possible problems.

*All claims must be made within 24 hours of receiving goods. Claims made after 24 hours of receipt of product, will not be accepted and will be considered accepted "as is". Claims may only be deducted from account balance due if approved in advance by Third Branch Flower, LLC.*