



# Rules for claims handling

## MFlowers

Instructions for handling claims

Dear users of the platform, we would like to draw Your attention that M-FLOWERS.COM is the tool that allows You to purchase directly from the best manufacturers in the world without dealers, and also arranges the relevant delivery.

Our company is not the wholesaler company and is not responsible for the goods. Our aim is to connect supportively the purchaser, the manufacturer and the transport company on one site, allowing them to solve all the issues and to help them to achieve complete justice!

We are interested in that You receiving the freshest, highest quality flower at competitive prices, therefore we connect only the reputable manufacturers and the transport companies to the platform, and we also support comprehensively so that all claims are settled by the manufacturer or the transport company!

We would like to draw your attention that if it fails to meet with the instructions for filing a claim, the plantation, the supplier or the transport company are entitled to refuse from accepting your claim. Therefore, we strongly ask you to meet with the mentioned order to speed up the return money under the relevant claim.

Photo and video materials are the important part of the claim, on which its acceptance depends, as they are the evidence of the issue. Therefore, we ask you to take a responsible approach to the preparation of photos and videos, as well as send them as much as possible. The number of problem flower in the photographs should be approximately equal to the number of flowers in the claim. Therefore, we ask you to make photos and videos responsibly, as well as to send photos and videos as much as possible. The quantity of the damaged flower in the photographs should be approximately equal to the quantity of flowers in the claim. For example, a plantation may not accept the claim for 100 pcs. (4 packs) if the photos show only 25 pcs. (1 pack) damaged flower. 10 - 15 minutes that will be spent preparing the claim will allow you to get the response to your claim faster, and let you get the maximum amount of money back.

#### Order for filing claims:

1) For your convenience, all claims are filed with the platform that is also adapted for mobile devices. When filing the claim, indicate the type of the claim, write your comment and attach the maximum number of photos and videos.

2) The deadline for filing the claim is 24 hours from the receipt of the goods. If you fails to meet with with the deadlines for filing the claim, the transport company and the manufacturer are entitled to refuse to consider the claim.

3) When picking up the goods at the warehouse of the transport company, check the physical condition of the boxes. If there are claims against the transport company for lack of the goods, non-compliance with the temperature regime, for physical damage (jamming) of the boxes or for other defects in the goods that may have occurred during transportation, it is **NECESSARY** to record this at the warehouse of the transport company the relevant shipment of goods form. The transport company does not accept the claim for the goods that have left the warehouse. We **STRICTLY** ask you to record everything in the warehouse, take the photos and, in case of the claim against the transport company, leave the goods in the warehouse.

When filing the claim through the platform against the transport company, it is strictly necessary to attach the shipment of the goods form.

4) When filing the claim against the manufacturer (the supplier), be sure to take the photo of the sticker with the marking on the box. We recommend that you take photos of all boxes immediately upon the receipt of the goods.

5) Take the photo of the barcodes on the packs with the damaged flower.

6) **MOST IMPORTANT PART!** Upload photos and videos of the damaged flower. Photographs of the opened packs must be provided. The quantity of the pieces of the damaged flowers in the photo and video must correspond to the quantity of the damaged flowers in the claim, since in case of a discrepancy in the number, the plantation can accept the claim only under the pieces of the damaged flowers actually present flowers in the photo. We recommend taking as many photos as possible from different angles. This will help you get more compensation.

7) We would like to draw your attention to the Dutch range, which must be transported on the water. If this list of the goods was not transported by water, then the Dutch supplier is entitled not to accept the claim.

Positions for transportation by water when purchasing in the Netherlands:

ASTILB, HYDR, ZANT, TRACH, ANEM, RANUNCULUS, R PEON ROZA, BUPLERUM, ALIUM, AGAP, CURC, DELPH, DIGI, HELLEBORUS, KNIP, MATT, OXYP, TANA, VIBURN, AMMI, ANIGOZ, AMAR, ANTTIR, AQUILEG, ASCL, CAMPANULA, CAMASS, CELO, CLARKIA, DAHL. DAUCUS, EREMURUS, GENT, IXIA, IXODIA, LEUC, NIGELLA, MYOSOTIS, RHODAN, SAPONARIA, SCAB, TRIT, ACACIA, ACHILLEA, AGERATUM, ACONIUM, CECTRUM, CHELONE, CROCOSMIA, EUPHORBIA, FRITILLARIA, HELIANT, LEONOTIS, MOLUCELA, NYMPHAEA, PHILADELPHUS, POLYGONATUM, PHOX, POLIANHES, PHYSOSTEGIA, SANDERSONIA, SPIRAEA, SYRINGA, TRIFOLIUM, BERZELIA, CYPERUS, GOMPHO, PHYSALIS, PANICUM, SEDUM, SYMPHORICAR.

8) If you did not file a claim at the warehouse and the transportation was carried out by your transport, in order to consider the claim, we will need the thermal tape for transportation from the warehouse to the place of your shipment. Without the thermal tape, the claim for quality will not be considered.

9) **ALWAYS REQUIRE WHEN THE GOODS SHIPPING!!!** If the box is torn and there is a suspicion that the box has been opened and the pack for phyto has been removed, then the driver is obliged to demand that this be recorded on the shipment of the goods form. Otherwise, it will be extremely difficult to prove this after the shipment of the box. When shipping, the warehouse on the

shipping the goods form **ON REQUEST FROM YOUR DRIVER** fixes the shipping time and indicates the temperature in the boxes. The thermometer is inserted at the time of shipment. The procedure is optional on the part of the warehouse, but **YOU** cannot be denied it.

Below are the claim templates for filing claims against the transport company:

- 1) To file the claim for a lost box, you must submit an invoice that you did not receive as an attachment. If you did not receive any specific boxes, please indicate them in the claim items.
- 2) In case of shortage of the packs, it is **NECESSARY** to attach the shipment the goods form from the warehouse, the photo of the box, a sticker with the AWB number and the name of the marking.

Example in the photo:



- 3) The claim for the quality of the goods connected with the breach of the of transportation terms by the transport company. In the event of such the claim, it is **NECESSARY** to attach the shipment the goods form from the warehouse with the fixed breach of the temperature regime, the photo of the box, the sticker with the AWB number and the name of the marking. Suggested description of the claim in the attachment.

On 24 February, it was settled the poor quality of the flowers. It can be seen at the attached photos. The goods were transported by the truck No. 445. The warehouse employees provided with the thermal tape under which there was the temperature regime failure. This breach of the temperature regime was fixed by the warehouse employee. In this regard, we ask you to accept the claim. Marking Cvetocek Avb 369-8062-6781. Plantation Garda. Explor 70cm-75 flowers. Purchase (0,33\$) + transportation (0,15\$) = 0.5\$\*75 flowers = 37,5\$



Best regards,

Team of MFlowers!