

# Returns Policy

We understand that sometimes issues may arise with the plants delivered, and we want to make the returns process as easy and pleasant as possible.

**PLEASE READ OUR RETURNS POLICY CAREFULLY TO ENSURE ANY ISSUES ARE RESOLVED PROMPTLY.**

## Reporting Claims

- **Timeframe for Reporting Claims:** If there are any problems with your delivery, please let us know within **48 hours**. Prompt reporting helps us address any issues quickly and ensures the plants' condition is verified upon arrival.
- **How to Report Claims:** You can submit your claim for damaged/missing plants through our online form on your Teams' Website. This form helps us gather all the information we need to handle your claim efficiently.
- **Non-Stock:** If you encounter problems such as delivery delays or issues with the driver or delivery experience, email us directly at [info@growingsmilesfundraising.com](mailto:info@growingsmilesfundraising.com) with a detailed description of the problem and any relevant information about the delivery. Our support team will review your email and get back to you as soon as possible to resolve the issue.

## Information Required for Claims

- **Detailed Description:** When you submit a claim, please include detailed descriptions of the plant damage, specifying what went wrong and how many plants are affected.
- **Clear Plant Photos:** Please click photos of the plants upon their arrival. Clear photos that show the damage are very helpful. These allow us to assess the situation accurately and expedite the resolution process.

## Shortages/Damages/Product Issues

- **Inform Us:** Note all shortages, damages, or product issues on the signed invoice to be returned to our office. Report issues within 48 hours of delivery.
- **Take photos.** We are not the ones touching the plants when they get shipped so photos are absolutely necessary for us to investigate if anything happened. Take photos of the plants and papers that were shipped on the carts.

## Call the Office: 1-866-806-1523

- With **ANY** issues. Late deliveries, damaged or missing products, etc. We are here to help.



[www.growingsmilesfundraising.com](http://www.growingsmilesfundraising.com)



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## Resolutions

- **Reshipment:** Reships depend on claim size and delivery regions. We'll process and deliver these as quickly as possible, depending on plant availability.
- **Refund:** Refunds will be credited to your invoice balance and sent back to you via cheque or e-transfer within 7-10 business days.

## Responsibilities of Coordinators

- **Point of Contact:** As coordinators, you are the main point of contact for your customers regarding returns. Please collect any return claims within 48 hours of delivery and submit the credit form through your Teams' Website. This helps us resolve issues quickly and keeps the process smooth for everyone involved.
- **Refund Handling:** If your customer paid with a credit card, we can issue refunds directly back to their card. For other payment methods, the refund will be sent to you, the coordinator, who will then refund the customer. This ensures all refunds are processed smoothly.

## Limitations and Considerations

- **We cannot accept claims for plant damage or quality issues more than 48 hours after delivery.** Plants are live goods, and their health depends on their environment and care after they leave our facility. Factors like temperature, humidity, watering, and handling can affect their condition. Because we do not have control over these conditions, we need to set this 48-hour window to report any issues. This timeframe allows us to address problems that are directly related to the shipping and initial condition of the plants, ensuring that we can fairly assess and resolve any valid claims.

We appreciate your understanding and cooperation with this returns policy. Our goal is to make sure any problems are resolved quickly and to your satisfaction.

If you have any questions or need further assistance, please don't hesitate to contact our support team.

