

CREDIT MEMO POLICY WILLOWAY NURSERIES

The following is Willoway's Credit Policy for credit requests related to plant shipments. Following the procedures below will expedite the claim and minimize additional follow-up with your staff.

Timeline:

Claims for credit must be submitted within 48 hours of delivery. For plants that are shipped dormant, the claim must be submitted by May 1st.

Credit Requests:

Claims must be made in writing within the above timeline. The claim should be presented on Willoway's Bill of Lading (Packing Slip), company's return document or emailed to your Territory Manager or Inside Sales Representative. The document must include Willoway's item number and/or plant name with size and quantity along with the reason for the claim (shortage, damage, quality, etc).

Photographs:

Depending on the nature and amount of the claim, a sales representative may visit your location to determine the best course of action regarding the plants. Photographs are encouraged where appropriate to expedite the claim and aids in operational improvements.

Plant Returns:

Follow the above credit request process, see plant return form. A restocking fee of up to 25% may be assessed depending on the nature of the return.

Payment Deductions:

Any deduction on remittances must be accompanied by an explanation for the deduction. All non-documented deductions will be treated as short payments and will be left on your account as amounts due.

Credit Issuance Timeline:

All credit requests will be reviewed and processed within 30 days after all documentation has been received.

Willoway shall in no case be liable for any sum greater than the plant cost.