



DATE OF CLAIM:

CLAIM APPLICATION FORM

CLIENT:

MARK:

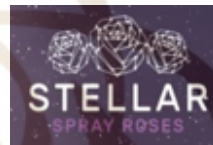
INVOICE #:



GALAXY ROSES



HILLSTAR ROSES



STELLAR SPRAY



ZODIAC ALSTRO

VARIETY

LENGHT

STEAMS

PRICE

DESCRIPTION

GALAXY  
FLOWERS GROUP

COMMENT:

Thanks for purchasing Galaxy Flowers Group products.

Due to the nature of our business and products we sell, items that expire sooner than 1 week from the date of the purchase are not eligible for a refund.

If our products arrived damaged, rotten or contaminated in any way, please contact us right away and we will be happy to send a free replacement regardless of its expiration date.

How to claim:

GFG Imports requests a minimum of three photographs of the product or may request a return of the product. Photos must demonstrate the problem and the number of stems impacted. The required images are as follows:

- close up of the product;
- larger view of the product;
- photograph of the box label.

A credit request must be completed to document the problem, including the following information on the claim form:

- date received;
- invoice number;
- product;
- units claimed;
- reason for claim (with explanation);
- the total dollar amount of claim.

Upon validation of the customer's claim, a credit memo will be issued and sent to the customer via email.

GFG Imports is not responsible for problems occurring during shipping from our locations to your facility, including late deliveries caused by weather or any other circumstances that do not depend on us. If anything is unclear or you have more questions feel free to contact our customer support team or your sales manager.

**Anna Gataulina**

Director of Sales & Marketing

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**Accept the terms and conditions**