



Plantivity Claim/Discrepancies Policy:

Thank you for partnering with Plantivity for all your plant material needs! Each order is reviewed carefully to ensure correct shipment of the highest quality plant material. Occasionally, inconsistencies can occur, and we always do our best to resolve any issues. In order to help facilitate the claims process efficiently, please refer to the policies listed below:

Discrepancies from Bill of Lading (BOL):

Plant count discrepancies must be noted on the BOL. Claims will receive consideration only when made via email to stefan@plantivity.net or kathleen@plantivity.net within 24 hours upon arrival of the plants.

Broken Plants:

Claims for broken plants must be accompanied by photos showing damage and a count of how many plants are damaged. Buyer agrees to file claims against carrier for any plants damaged in transit. Claims will receive consideration only when made via email to stefan@plantivity.net or kathleen@plantivity.net within 24 hours upon arrival of the plants.

Dead Plants:

Claims must be accompanied by photos showing the dead plants and a final count of dead plants. Claims will receive consideration only when made via email to stefan@plantivity.net or kathleen@plantivity.net within 30 days upon arrival of the plants.

Limitations:

Plantivity will in no case be liable for any sum greater than the invoice value of the plants.

Any invoice outside of net payment terms will void plant credit opportunities