

## **Return Policy**

- Upon receipt of a shipment of products from Forever Flowering LLC (“FFG”), customer will inspect such shipment to determine that it conforms to FFG’s acknowledgment of the Order Form.
- If FFG does not notify customer in writing within seventy-two hours after receipt of such shipment, such shipment will be deemed accepted by customer.
- At the discretion of FFG, rejected products shall be kept by customer in secured storage for inspection by FFG, or returned to FFG. If customer so notifies FFG of a nonconformance, customer will afford FFG a reasonable opportunity to inspect such shipment.
- No products will be returned to FFG without FFG’s consent. Customer must obtain from FFG a Returned Material Authorization, which must accompany any returned shipment.
- Return freight must be prepaid by customer.
- All products must be returned in the same packing conditions in which it left FFG’s premises, unaltered, undamaged and unused form and matching the original FFG issued packing slip of the accompanying product.
- Returns are done on an even exchange basis. If an exchange does not occur, customer will be subject to a 20% restocking fee.