



## Highsun Express Plug Claim

Highsun is committed to maintaining the highest level of customer service and product quality. If you have an issue with our products, we want to know about it as soon as possible so that we can work to resolve the issues both internally and with our vendors and distribution channels.

**Please determine the type of claim/claims you would like to make and follow instructions below:**

**Delivery:** A delivery claim may include visible damage to a shipping container, material damaged by temperature, missing trays or cartons, unordered material included in a shipment or any other delivery issues

- Contact Highsun within 24 hours of receipt
- Include:
  - Photos clearly identifying the issue
  - Batch and item number of the goods
  - Con-note number and/or delivery time
  - Order or Invoice number

**Quality:** A quality claim may include suspected disease issue, suspected fertility issue, poor root development, incorrect plant size or tray size, pest issue or any additional quality issues

- Contact Highsun within 48 hours of receipt
- Include:
  - Photos clearly identifying the issue
  - Batch and item number of the goods
  - Con-note number and/or delivery time
  - Order or Invoice number

**Invoice:** An invoice claim may include incorrect pricing, incorrect freight charge, incorrect miscellaneous charge or other price or invoice issue.

- Contact Highsun within 48 hours of receipt of invoice

**Growing:** A growing complaint may include plants not performing to type, incorrect or deformed flowering or other growing issue which appears after the initial receipt of the goods.

- Contact Highsun as soon as the problem becomes apparent
- We will request that photos are provided to help diagnose the problem as best as possible
- Issues to be discussed at the time of lodging the complaint:
  - Conditions of the growing area
  - Environment of the growing area
  - Water quality and media quality
- We may require further plant or media testing to help determine the growing problem at hand

Please ensure that you send all requested photos to [info@highsun.com.au](mailto:info@highsun.com.au) and quote your claim number where applicable so we can match the photos to your complaint.

For further assistance contact us on 1300 137 584 or alternatively [info@highsun.com.au](mailto:info@highsun.com.au)