



# PLUG & LINER PROGRAM

2024 Season

## Dear Customer,

We are pleased to announce the launch of the 2024 Harris Seeds Plug & Liner Program. As we enter this new season, we wanted to take a moment to thank you for your loyal support. We would not be Harris Seeds, without loyal customers like you.

Please review this brochure to help you prepare for a successful 2024 season!



## Questions about the plug & liner program or how to order?

If you cannot find the answer you are looking for in this brochure, check out the FAQ page under Plug & Liners on the Harris Seeds website! If you have additional questions, please email [plugdept@harriseds.com](mailto:plugdept@harriseds.com) or call 800-544-7938 to speak with a customer support specialist for further assistance.

We wish you a bountiful 2024 season and look forward to working with you this year!

Sincerely,

Harris Seeds

## Order Early and Plan Ahead

Take advantage of **EARLY ORDER DISCOUNTS!**

- **Review your 2023 order recap**
- **Have your vendor and ship week selected**
- **Verify lead times** (*Raker Roberta's – right column of price list*)
- **Review the front page of the vendor price list** for items that may have limited ship weeks and/or longer lead times.
- **Review live vendor inventory on ePicas before submitting your order.** (*Four Star, Pleasant View, Mast Young, Gro 'n Sell*)
- **Have your item numbers/names ready**
- **Pre-select your Proven Winners pots** for 'Single Pot Production' for the whole season (*any size, by the case*) for the ship week(s) of your choice.  
*4.25" Pots are no longer included in the cost of PW items. Pots must be placed on a separate order. Shuttle trays are optional and must be requested.*

## Payment

We will **NO LONGER BE BOOKING CREDIT CARDS** this season or recording credit card information on order forms for your security. We highly encourage taking advantage of our **Credit Terms**. (*Application included*)

### Credit Terms

- **The best terms in the industry!** No need to worry about payment until 30 or 90 days after the order has shipped.
- **An easier ordering process:** simply submit your order, we do the work for you.
  - No delays in releasing the order to the vendor means a better chance of reserving limited items.
  - No refunding and re-charging for order changes means funds do not get tied up and sub trays are reserved right away.

### Check

- Include a check with your order to be processed right away.

### Credit/Debit Card

- Harris Seeds will contact you with your order balance.
- Plug & liner orders submitted without payment require full payment 48 hours after submission to reserve trays and avoid cancellation (where applicable).

## PW Complete Package Program

Now **EASY AS 1,2,3!**

*Visibility increases sales! For over two decades, Proven Winners has demonstrated that branding works. Consumers have come to equate the Proven Winners name with exemplary garden performance. \* Branded containers are required and sold by the case for PW Annuals. Pots are not included in the price of plant material.*

- **Plan your production for the year for your annuals:**
  - Determine # of branded containers needed for 'Single Pot Production.'
- **Select the size, type, quantity and ship week** for branded containers.
  - Shuttle trays are optional.
  - Pots & shuttle trays are placed on their own order.
- **Customize tag quantities/type.**

# NEW FOR 2024 IN PLUGS & LINERS



Petunia - Amazonas™ Plum Cockatoo



Caladium - Heart to Heart® Rain or Shine

## Petunia - Amazonas™ Plum Cockatoo

Unique bloom coloration and ruffled edges are sure to add a mesmerizing element to combinations. Blooms early enough for any market.

## Caladium - Heart to Heart® Rain or Shine

Large, bronze pink-red leaves with soft pink speckles and black veining stand out easily on grower retail benches! Good sun tolerance expands this vigorous variety's uses.

## Begonia - l'Conia® First Kiss Orange

Large creamy orange blossoms pop against dark green foliage. Great as a standalone plant in containers!

## Digitalis - Dalmatian Peach

Beautiful blossoms of soft peach infused with pink and freckled orange at the throat, change to pale peach as the season progresses. These robust Digitalis grow quickly, and flower in their first season. They are sure to make a strong statement!

## Calibrachoa - Tik Tok® Apricot

Named for the hands of the clock going around the center ring, this rich, contrasting, semi-trailing Calibrachoa is a head-turner. Featuring large flowers with novel yellow spokes, it boasts excellent heat tolerance.

## Verbena - Superbena® Pink Cashmere

Meet the new star of the series! This pastel pink Superbena will capture attention with its delicate flower color, extremely vigorous growth, and huge umbels that rival Whiteout and Violet Ice in size.

## Petunia - Crazytunia® Black and White

Adding to the wild range or 'colors' in this series, this Crazytunia features an upright habit with dense green foliage, large dazzling white blooms, and a deep black center. This Gothic beauty is one of a kind!



Begonia - l'Conia® First Kiss Orange



Calibrachoa - TikTok® Apricot



Digitalis - Dalmatian Peach



Verbena - Superbena® Pink Cashmere



Petunia - Crazytunia® Black and White

# PLUG & LINER ORDERING PROCESS

**Tips for Success:** Follow these steps for a headache-free ordering experience.



## SCAN TO DOWNLOAD VENDOR PRICE LISTS

The front page of each vendor's price list summarizes important shipping/boxing information, tray sizes, lead times, and order minimums.

## 1. Order early and double check lead times



Early orders receive the best selection of products and vendor discounts. Place your order by the below dates to maximize your savings.

### Early Order Discount Deadlines: *Harris Exclusive 1% Additional EOD Savings*

Four Star Greenhouse – <del>Save 2%</del> <b>3%</b>	Oct. 15	Raker-Roberta's – <del>Save 10%</del> <b>11%</b>	Nov. 1
Pleasant View Gardens – <del>Save 2%</del> <b>3%</b>	Oct. 15	Raker-Roberta's Mums – <del>Save 10%</del> <b>11%</b>	Feb. 15
Mast Young Plants – <del>Save 1.5%</del> <b>2.5%</b>	Oct. 31	Raker-Roberta's Poinsettia – <del>Save 10%</del> <b>11%</b>	May 1

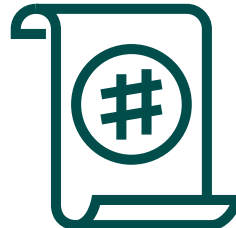
Refer to the Harris Seeds' Plug Price Lists for specific lead time information.

## 2. Separate your orders



Please separate your orders by vendor and ship week to allow one vendor and one ship week per order. When placing your order, select the Monday of the ship week you are requesting your plants to arrive.

## 3. Keep order minimums in mind



Vendor order minimums and applicable order minimum fee can be found on the first page of the vendor price lists

*\* Scan QR Code at the top of page to view/download price lists.*

## 4. Distinguish order types



### Grown to order

Great for growers who plan in advance. An average minimum of 10-12 week lead time is required. Some trays take longer or shorter to sow. Check vendor price sheets (downloaded via the QR code) for lead times.

Verify in advance if popular items are available before placing your order by reviewing live inventory via the vendor ePicas site (for all vendors except Raker Roberta's.)

### Vendor availability

- "At-Once" order chosen from small selection of already sown stock.
- Subject to vendor availability. Great in a pinch, but time sensitive!
- Payment is required within 48 hours of submission to make vendor shipping deadline and avoid cancellation.

*Some restrictions apply.*

## 5. Calculate freight



### Maximize Boxing

Most vendors have specific box sizes that can be filled with multiple tray sizes and quantities. A boxing guideline is listed on the front of each vendor price list.

*We recommend filling the box as much as possible for cost effectiveness and to help minimize possible damage in transit.*



To save money on freight, take a look at these tips:

**Saver Weeks** – look for budget-friendly shipping on select weeks

**Location** – choose a grower nearest to you to save on freight costs.

**Order size** – Larger orders warrant a grower truck, leading to lower freight rates per tray.

*\* Freight is estimated and subject to change.*

## 6. Place your order

### How to place your order:

- Print/fill out an order form, which can be found in each vendor price list (*scan QR code on opposite page to get price lists*)

- Send in order via —

**EMAIL:** Email completed copy to [plugdept@harrisseed.com](mailto:plugdept@harrisseed.com)

**MAIL:** Mail completed copy to 355 Paul Rd., Rochester, NY 14624

**FAX:** Send completed order form to 877.892.9197

**PHONE:** (800) 544-7938

### Be prepared when you call:

- **Have your Customer Number ready** – may be located on the back of catalog, fall order recaps, and any acknowledgements received from Harris Seeds
- **Have your Item Names and Item Numbers ready and tray size selected** – found on vendor price lists.
- **Have second and third choice items chosen**
- **Ship week selected** – calendar on back of catalog

## Order Changes

### While you are waiting for arrival:

#### Review your order

- Review your acknowledgment
- Let Harris Seeds know immediately if something is incorrect on your order acknowledgement

*\* Once product has been sown, changes cannot be made*

#### Be prepared for revised acknowledgements regarding vendor changes

- Have substitutes in mind in case something is not available

#### What to do if you are notified that an item is cancelled from your order (*Do not worry, this can happen due to the nature of growing live plants!*)

- Check vendor availability for available substitutes to add to your order.



### All orders are subject to vendor changes

- No customer-initiated changes once an order has been processed and sent to the vendor
- No changes to availability orders
- Be prepared in case of grower shortages, crop failures, and supply issues
- Have second and third choices ready
- Place a new order for substitute item(s).

### Order already shipped?

*Many vendors can ship a new order for 'replacement' trays the same or following week. Please consider order minimums and boxing, and review on-line inventory.*

### Questions about your order?

Please call Harris Seeds at 800-544-7038 or email [plugdept@harrisseed.com](mailto:plugdept@harrisseed.com)

Please do not contact the vendor directly

# MUST-HAVE ANNUALS FROM PLUGS & LINERS

## Begonia

A must-have to add bright color to shade gardens, porches, and patios.

**Top series:** Dragon Wing® and Nonstop®

**Popular colors:** Red, orange, and yellows

## Calibrachoa

When customers come asking for "Million Bells," they are asking for popular mini-petunias for hanging baskets and containers.

**Top series:** Callie™, Minifamous®, and Superbells®

**Popular colors:** Bicolor, orange, and yellow

## Chrysanthemum (See page 8)

Extend the sales season with fall colors from chrysanthemums. Go beyond single colors with multi-liner combos.

**Top series:** Gigi and Mumbo

**Popular colors:** Bronze, orange, yellow, and mixes

## Geranium

Vegetative breeding brings growers interspecific geraniums that include award-winning varieties in a range of outstanding color and habits.

**Top series:** Calliope® and Americana®

**Popular colors:** Red, pink, salmon, and white

## Lantana

Lantana are sun and heat loving plants that produce beautiful ball shaped blooms and bring a tropical look to gardens and containers across the country.

**Top series:** Luscious® and Bandana®

**Popular colors:** Orange, yellow, and pink

## Multi-Liners & Bundled Combos (See page 10)

Multi-liners are an inventive brainchild combining multiple varieties or genera in each cell so they can root and grow together, producing wonderfully blended creations.

**Top series:** Kwik Kombo™, Trixi®, and Go & Grow™ Combos

**Popular colors:** Mixes including bright and seasonal colors

## New Guinea Impatiens

For part shade to full shade gardens and landscapes, New Guinea impatiens save the day. Newer breeding (SunPatiens, Sun Harmony) play well in full sun scenarios.

**Top series:** SunPatiens® and Silhouette®

**Popular colors:** Red, pink, purple, and orange

## Spreading Petunia

For more than 25 years, petunias have led the way in popularity for hanging baskets and garden beds around the world.

**Top series:** Headliner®, Supertunia®, and Crazytunia®

**Popular colors:** Pink, red, purple, and novelty types

## Verbena

This sun and heat loving plant is everblooming till frost, making this an easy sell in garden centers across the country.

**Top series:** Superbena® and Lanai®

**Popular colors:** Bicolor, pink, and purple



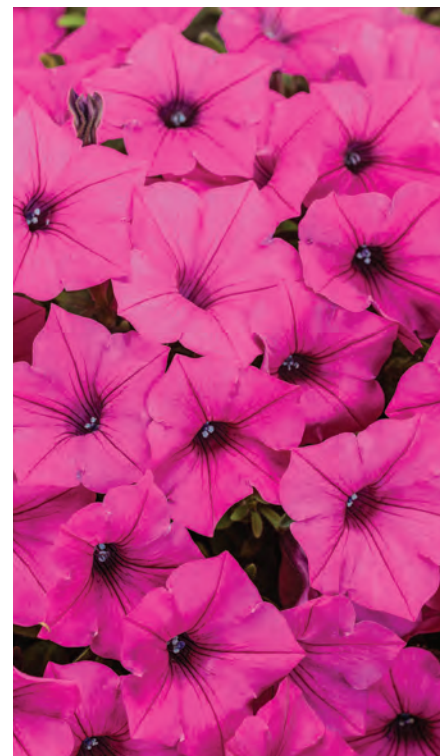
Begonia Nonstop® Series



Calibrachoa- Minifamous® Series



Geranium Americana® Violet Ice



Petunia Supertunia® Series



Verbena Superbena® Series

Growers limited on space, looking to reduce production time, or looking for unique additions to their product line turn to plugs and liners. These products are ideal additions to complement your seed offering.

# PLUG & LINER GROWER SPECIALISTS



## Gro 'n Sell, Pennsylvania

Seed grown plug & cutting-grown liner (vegetative)  
Annuals, cut flowers, herbs, perennials (including vernalized), vegetables

### Why order with Gro 'n Sell?

- Specialize in cut flower varieties including Lisianthus
- Multi-liners for easy combos available
- Featured Tray Sizes- Strips: 51ct; Trays: 50ct, 72ct, 128ct, 216ct, 288ct, 384ct.
- Big Burly® perennials available in 32ct trays; Big Burly® Junior perennials available in 72ct trays.
- Tags included where available.

*Visit [harrisseed.com/Gro-n-Sell](http://harrisseed.com/Gro-n-Sell) for information on products, tray sizes, minimums, and shipping.*

## Mast Young Plants, Michigan

Cutting-grown liner (vegetative)  
Annuals, cut flowers, herbs, perennials, succulents

### Why order with Mast Young Plants?

- Broadest selection of multi-liners for easy combos
- Easy to calculate boxing, with options for small and large orders to reduce shipping cost and damage
- Offers a half box for small orders with minimal freight
- Featured Tray Sizes- Strips: 34ct, 51ct; Trays: 18ct, 50ct.
- Prefinished Offering: Choose from Quick Blocks for hanging baskets, Quick Start 4" pots, and Quick Start 10" hanging baskets
- Early Order Discount deadline October 31 – Save 2.5% (Mast 1.5%; Harris Seeds adds another 1%!)
- Tags included where available.

*Visit [harrisseed.com/Mast-Young](http://harrisseed.com/Mast-Young) for information on products, tray sizes, minimums, and shipping.*

## Raker-Roberta's Young Plants, Michigan

Seed grown plug & cutting-grown liner (vegetative)  
Annuals, cut flowers, herbs, perennials, vegetables, tropicals, succulents

### Why order with Raker-Roberta's Young Plants?

- Largest selection of seed and vegetative varieties available
- No boxing requirement means flexible packaging for cost effective shipping
- Tags included with all orders, for ease
- Order with ease through availability program for at-once orders
- Multi-liners for easy combos available
- Featured Tray Sizes: Strips: 18ct, 36ct, 51ct; Trays: 162ct, 288ct, 512ct.
- Early Order Discount deadline November 1 – Save 11% (Raker-Roberta's 10%; Harris Seeds adds another 1%!)

*Visit [harrisseed.com/Raker-Robertas](http://harrisseed.com/Raker-Robertas) for information on products, tray sizes, minimums, and shipping.*



Lisianthus - ABC™ 2 Blue Rim



Petunia - Headliner™ Night Sky®



Begonia - Dragon Wing® Red



Petunia - Supertunia Vista® Series



Begonia - Gryphon

## Four Star Greenhouse, Michigan



Cutting-grown liner (vegetative)  
Annuals, herbs, perennials, shrubs

### Why order with Four Star Greenhouse?

- Exclusive Proven Winners® brand grower
- SuperSaver™ ship weeks save you money on freight!
- Featured Tray Sizes- Supernova® Trays: 28ct, 50ct; Trays: 50ct, 72ct, 75ct, 104ct.
- PW ColorChoice® Shrubs available in 8ct quarts.
- Early Order Discount deadline October 15 – Save 3% (Four Star 2%; Harris Seeds adds another 1%!)
- Tags are included and required for all orders

Visit [harriseseeds.info/Four-Star](http://harriseseeds.info/Four-Star) for information on products, tray sizes, minimums, and shipping.

## Complete Package Program for Proven Winners Annuals

Pots are required for single pot production. Pots are **not** included in the price of Proven Winners plugs and Liners. Shuttle/carry trays are optional and available by the case. **See page 9 for details.**

## Pleasant View Gardens , New Hampshire



Cutting-grown liner (vegetative)  
Annuals, herbs, perennials, shrubs

### Why order with Pleasant View Gardens?

- Exclusive Proven Winners® brand grower
- First rate offering of bundled combos
- Smart Ship weeks save you money on freight!
- Offers a half box for small orders
- Featured Tray Sizes- Strips: 64ct; Trays: 28ct, 32ct, 50ct, 72ct, 75ct, 84ct.
- Prefinished Offering: Choose from select 4.25" pots, 10" hanging baskets, and 12" patio pots.
- Early Order Discount deadline October 15 – Save 3% (Pleasant View Gardens 2%; Harris Seeds adds another 1%!)
- Tags are included and required for all orders.

Visit [harriseseeds.info/Pleasant-View](http://harriseseeds.info/Pleasant-View) for information on products, tray sizes, minimums, and shipping.

## SPECIAL PROGRAMS FROM OUR GROWERS

*Extend your sales season outside of the spring.*

### Fall Season

**Mast Young Plants, Pleasant View Gardens, Raker Roberta's**

**Asters, mums, pansies and more!** Find items that sell well with other fall ornamental items like pumpkins and gourds.

### Winter Season

**Raker Roberta's**

**Poinsettia and other holiday plants** - More off season sales, think about poinsettia, cyclamen, other pot crops.

### Year-Round

**Four Star, Mast Young Plants, Pleasant View Gardens, Raker Roberta's**

**Houseplants & Tropicals** - Access popular houseplants and tropicals for year-round sales. Nice liners of croton, dracaena, peperomia, succulents, tradescantia, and more!

**Four Star, Gro 'n Sell, Mast Young Plants, Pleasant View Gardens, Raker Roberta's**

**Cut Flowers** - Cut flower farmers now have easy access to popular annuals, perennials and shrubs in a many different tray sizes. Choose from ageratum, dianthus, hydrangea, lisianthus, zinnias more!



# PROVEN WINNERS®



Alyssum - Snow Princess®



Bacopa - Snowstorm®  
Giant Snowflake®

## THE PLANT BRAND HOME GARDENERS CHOOSE

- Easy to grow
- Healthy and vigorous
- Covered in blooms
- Long-blooming
- Bright and colorful
- Tried and tested



Calibrachoa - Superbells® Lemon Slice®



Euphorbia - Diamond Frost®



Petunia - Supertunia Vista® Bubblegum®



Misty Seas Recipe



The Proven Winners® mission is to ensure that gardeners succeed when they bring home plants that are potted or tagged as Proven Winners. This gardener success is founded on the integration of quality products with aggressive marketing and merchandising. The Proven Winners team searches the world to bring you vibrant flowering annuals, perennials, and shrubs that deliver the most robust garden performance.

Many Harris Seeds top selling liner varieties are Proven Winners. Take a look at a few of the top selling Proven Winners products.

## COMPLETE PACKAGE PROGRAM

We're excited to announce that all Proven Winners annuals will now be sold in the signature white branded container, joining all other Proven Winners plant programs, which have been sold in branded containers for years. When offered in the signature white branded container, all other Proven Winners product lines have experienced double-digit sales growth.

### Pleasant View and Four Star

*Easy as 1-2-3!*

#### 1) Determine your planting needs

How many Proven Winners plugs/liners will you be using for single pot production?

#### 2) Select size and quantity of containers

(and when to receive them) Branded containers are optional for recipes and landscape use. Order by the case. Order in bulk for discounts and savings on continually rising plastic costs.

#### 3) Customize the Tag Quantities

Reduced ratios available for combos or landscape.

*\*Shuttle (carry) trays available upon request*

*\*Prices do not include cost of containers this season*

For available pots, pricing, and freight information, please refer to vendor price lists, which can be found by scanning the QR code on page 4.

# PRE-DESIGNED MIXED CONTAINERS FROM PLUGS & LINERS

## Types of Multi-Liners

**Trixi®:** Market-leading Trixi combos bring bold contrast and balanced color to consumers. Available in 36, 50, or 100 cell liner trays. Bred by Selecta. *Grown by Raker-Roberta's, Mast Young, and Gro 'n Sell*

**Kwik Kombos™:** These premium designer blends are performance-tested for creating high impact mixed baskets and containers. Available in 36 and 50 cell trays. Bred by Syngenta. *Grown by Raker-Roberta's and Mast Young*

**Confetti Garden®:** Happiness blooms with Confetti Garden® thanks to its bold splashes of color and well-matched vigor and timing. Available in 50 cell multi-liner trays. Bred by Dummen Orange. *Grown by Mast Young and Gro 'n Sell*



## Proven Winners® Combo Kits

### Pre-assembled for easy growing

Designed with the small to mid-sized grower in mind, this unique concept takes the guess work out of ordering. Bundled combination kits are very popular for their ease of ordering and incredible plant selections.

### Combo Kit Benefits

- Appropriately sized kits for meeting a range of grower needs
- Includes tags, growing guide, and plants necessary to be successful in assembling mixed containers
- Tested and proven recipes that grow well together

### Types of Combo Kits

**Bundled Combos from Four Star Greenhouse:** More than 300 combination kits that include one 104 tray of each of the 3 varieties listed in recipe and 52 tags. Yield 52 hanging baskets in 8-10 weeks.

**Bundled Combos Lite from Four Star Greenhouse:** More than 300 combination kits that include one 104 tray of each of the 3 varieties listed in recipe and 104 tags. Yield 104 hanging baskets in 8-10 weeks.

**Go & Grow™ from Pleasant View Gardens:**

**32 Enhanced Fast(est) Finish Kit:** More than 120 combination kits that include one 32 tray of each of the 3 varieties listed in recipe. Yield 16 containers. Finish in 6-8 weeks.

**Hanging Basket Recipe Kit:** More than 140 basket combination kits that include one 84 tray of each of the 3 varieties listed in recipe. Yield 42 hanging baskets. Finish in 10-11 weeks.

Combination planters are a main element of garden center sales and 'multi-liners' ease the load for growers. All rooted liners are pinched and pre-lit as needed, allowing for a fast fill and quick finish.

## Multi-Liners

This inventive brainchild combines two or three varieties in each cell so they can root and grow together, giving both plants and growers a head start for wonderfully blended creations.

### Multi-Liner Benefits

- Natural looking mixtures
- Tested and proven combinations that grow well together
- Finish in 6-8 weeks
- Specialized tags and shipping cost



Kwik Kombos™ Harvest Moon™



Confetti Garden® Kona Hawaiian Gold



Trixi® Who Knew Orleans



Grand Traverse



Trixi® Raspberry Sorbet



Bahama Beach

# PREFINISHED ANNUALS



Beach Sunset



Bermuda Skies



Cyperus - Graceful Grasses® Prince Tut™



Geranium Boldly® Dark Red



Kwik Kombos™ Pink Lemonade™



Trixi® Double Date

Mast Young and Pleasant View Gardens take on the high energy costs, while they prestart your pots and hanging baskets for you. Pots and containers arrive to your greenhouse for you to grow on for a few weeks for quick turnaround. Just a few weeks to sales, and with low minimums per variety so your customers get a better mix of varieties while you keep your inventory limited. **Orders must be placed by end of November.**

## Prefinished Benefits

- Save on energy bills – open your greenhouse later in the season
- Reduce Overhead – no need to inventory containers, trays, or tags
- Low minimums per variety or combo

## Prefinished Options

### Prefinished from Pleasant View Gardens:

**4.25" Pots:** More than 90 of the most popular Proven Winner Annuals with each unit containing 1 tray, 10 pots with 10 tags, and 1-2 liners per pot. Finish in 3-4 weeks.

**10" Hanging Baskets:** Pick from 25 popular Proven Winner hanging basket recipes, with each unit containing 10" hanging basket with 1 tag and 4-6 liners per pot. Finish in 4-6 weeks.

**12" Patio Pots:** Pick from 25 popular Proven Winner patio pot recipes, with each unit containing 12" patio pot with 1 tag and 5-7 liners per pot. Finish in 5-7 weeks.

### Plant & Ship™ from Pleasant View Gardens:

**4.25" Pots:** The most cost effective program, freshly transplanted, pots ship right to you. More than 120 of the most popular Proven Winner annuals with each unit containing 1 tray, 10 pots with 10 tags, and 1-2 liners per pot. Finish in 4-5 weeks.

### Quick Start from Mast Young Plants:

**4" Pots:** More than 50 popular annuals with each unit containing 1 tray, 10 pots with 10 tags, and 1-2 liners per pot. Finish in 3-4 weeks.

**10" Hanging Baskets:** Pick from over 10 fantastic varieties, with each unit containing a 10" hanging basket with 1 tag and 4-6 liners per pot. Finish in 4-6 weeks.

# RECEIVING GUIDE

## Open boxes immediately



Meet the driver if possible. Once the driver drops the box(es) it is your responsibility to receive and bring them inside. Please remove all trays from the box and inspect for quality and accuracy.

## Care for plants



Water and pot up all plant material. It is expected that the plants will be professionally cared for. If you feel you may have a damage claim, review the steps below.

**DO NOT THROW AWAY PLANT MATERIAL:** Any material disposed of prematurely will forfeit your right to any potential claim and refund.

## Damaged or missing items?

### Q. I opened my box and the plugs have been tossed around. Will they be okay?

A. Yes! Plugs can occasionally pop out of their tray in transit. If the plants are damaged or broken please follow the steps below for filing a claim.

### Q. If something happens to my order, can I file a claim?

A. Damage due to carrier mishandling, weather, quality, or delays? Do not worry, this can happen when shipping live plants – and the vendor guarantees their plants! Please report any signs of damage within 48 hours of receiving your order by calling Harris Seeds at 800-544-7938. Please contact Harris (not the vendor) to help ensure you receive the best refund possible. We will work diligently to help you with a replacement order, if necessary. Please note, damage claims are time sensitive and must be submitted to the vendor within 30 days of receiving your order.

### Q. What if a tray is missing from my box?

A. Please check your packing slip to ensure that the tray was not cancelled at shipping. If cells are missing from a tray, you will only be charged for the cells you receive. Missing cell count should be noted on the packing slip. If you are missing trays or cells and there are no indicators on the packing slip, please call our customer care team right away at 800-544-7938.

# TO PLACE A CLAIM:

## Contact us within 48 hours



Contact Harris Seeds within 48 hours of receiving an order/receipt of goods from the carrier.

Be prepared to provide your Harris order number or customer ID.

**Not all issues require a claim** - Cultural issues (such as bloom color, growth rate, plant identification) will be referred to a product manager to investigate and review with the vendor.

## Respond to the claim email



Simply include total damaged cell counts, photos and details of the damage/quality concern.

## Take pictures



### PHOTOS ARE REQUIRED BY THE VENDOR

Document the condition of the trays upon arrival. Additional pictures of the progression of the potted plants are required for a claim.

***Images that are not sent in response to the claim email risk not being considered part of the claim and can result in a lesser refund.***

For further details on placing a claim please visit <https://www.harriseseeds.com/pages/plug-liner-claims> or contact Harris Seeds.

**To ensure the maximum refund and most efficient processing,** please contact Harris Seeds, not the vendor. As the broker, Harris Seeds is responsible for refunds and coordinating replacement orders.