

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.

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.

Respond to the claim email



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

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.