



To: Floral Store Managers
From: Kristina Miller
Date: May 17, 2019
Subject: Floral Credit

Good Day Everyone,

I wanted to touch base on our credit policy. It has been a quick 6 months since I've been here at Peirone and there are a few questions that keep popping up, in particular, the issue of floral credits. Here is a good outline to follow when requesting credit:

- You have 48 hours from the time you receive your product to request a credit.
- The Farms will not process credits any more unless I have the following:
 - Pictures of the UPC code on the sleeve of the bouquet.
 - Pictures of the box label.
 - Pictures of the product itself you are requesting credit for.
 - Please include how many bouquet's you are requesting credit for, item number, and your invoice number.
- Plants: Many of the Farms are requesting that we pick up the plants that are bad and return them to the farm.

Please keep in mind that if we have to pick up floral items and/or plants, I will send you a pick-up slip to attach to the product as our drivers *cannot have product on their trucks without the slip*. The pick-up slip *also acts as your credit slip* so keep a copy for yourself. If you have any questions, please call me.

I am always happy to help.

Happy Blooming!

Kristina Miller

Phone 509-838-3515

Fax 509-838-3916

kmiller@peirone.com

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