Lotus International, Inc.
5 Dairy Pak Rd, Athens GA 30607
Tel: 800-475-6887 Fax: 706-543-6501 email: lotusinternational1@yahoo.com

Claim Form

Company: _____ Phone: _____

Contact: _____ Fax: _____

Invoice No.: _____ Report date: _____

Please fill out the following form as completely as possible in order to expedite your claim. Use multiple lines if needed. **Please sign to authorize processing of this form.** A credit memo will be sent to you after the claim is approved. For questions or additional assistance, please contact our customer service.

Quantity (piece OR case)	**Lotus Item Code**	**Size of pot(s)** (sm/med/lg)	**Color**	***Issue Code**	**Conditions of Box/Pallet**

*Code: D=Damaged, S=Shortage, E=Excess, I=Incorrect Item, C=Incorrect Color, P=Pricing, O=Other (Please explain)

Notes:

1. Claim is required to be reported within 24 hours of bonsai trees and 48 hours for all other items of receiving your shipment from common carriers.
2. Pictures must be submitted for claim processing. Email to lotusinternational1@yahoo.com
3. Replacement is not available when 1) claim amount is under $100.00, or 2) breakage happens to any standard pallet and planter sets. For all other claims, Lotus reserves the right to choose to issue a credit on account or send a replacement shipment.
4. All Lotus terms & conditions apply.

Customer Signature: _____ **Print Name:** _____

We appreciate your business and look forward to serving you better in the future!