



**FOUR STAR SALES, L.L.C.**  
**1015 INDIAN TRAIL RD.**  
**CARLETON, MI 48117**  
**Ph: 734-654-6420 Fax: 734-654-2795**



## **GENERAL TERMS AND CONDITIONS 2009 - 2010**

### **PROVEN WINNERS PROFESSIONAL FERTILIZER**

Four Star warrants to purchaser that our products shall conform to the description and that the containers will be viable when received. Our liability is limited in amount to the purchase price of the container on which the claim is made, whether arising from negligence or any other cause. We shall not be liable for any consequential or incidental damages to the purchaser or any other person. Please see the back of our acknowledgements, shippers and invoices for further details. All containers are subject to availability.

#### **Contact Information**

Location: 1015 Indian Trail Road  
Carleton, MI 48117  
Phone: (734) 654-6420  
Fax: (734) 654-2795  
Email: [mail@Pwfourstar.com](mailto:mail@Pwfourstar.com)  
Web: [www.Pwfourstar.com](http://www.Pwfourstar.com)

For individual emails & phone extensions, etc. please visit us online at: <http://www.pwfourstar.com/contact>

#### **Claims**

- Four Star Sales, L.L.C. will be providing self-insurance on all orders shipped prepaid. We will honor any reasonable claims for damages due to extreme weather or mishandling by the freight companies. If this occurs, please contact us within **24 hours**.
- Four Star's customer service department. In some cases we may require that you return the damaged merchandise for inspection. Please provide accurate numbers of the loss and we will do our best to replace these items or issue a credit if replacements are unavailable. This service is available on pre-paid shipments only. Four Star does not accept any Third Party shipments.
- Claims due to quality or shortages need to be reported to Four Star within **7 days**. Credit will be calculated on shortages for the entire shipment, not on individual items.
- Four Star reserves the right to have shipments returned if deemed necessary. This can be related to quality or freight issues.
- Photographs may be required and are encouraged to help expedite claims.
- Replacements may be requested but Four Star will determine if replacements are warranted based on existing credit policies and procedures.
- Due to the possibility of credit denial, we recommend broker/salespeople do not directly book replacement orders. If placed, they must clearly state replacement order and refer to the original Four Star order number.
- Upon shipping replacement orders, no freight costs will be charged. In the event that we do not issue a replacement, we will credit appropriate charges on the credit invoice. We do not issue freight credit on any claim.
- Failure to follow these steps may void a credit claim.

#### **Shipping Methods**

- Customer Pick Up, Grower Truck, Federal Express
- A day and time will be set up with the customer by our traffic department 1 week before ship week on Customer Pick Up orders.

#### **Freight**

- Every attempt will be made to deliver product with your normal grower truck delivery.
- If your normal plant order is not delivered grower truck, fertilizer will ship most economical method at customer expense. Free Customer pick-up is also available.

#### **Pricing - Terms**

**Terms:** •Net 30 Days  
**Pricing:** •All pricing is in US Dollars  
•Pricing to broker is net.  
•Broker cannot sell hard goods below list price.  
**EOD:** •No EOD.

#### **Ordering Guidelines**

**Water Testing:** •Four Star must have completed water test results on file that is less than six months old. Grower recommendations will be based on specific water test results.  
**Minimum Order:** •1 Bag minimum  
**Deadlines:** •Orders and/or Order Revisions must be received by 4:30 P.M. EST on the Tuesday preceding the ship week to be included with regular scheduling.  
• Expedited Orders, a.k.a. 'Add On orders' are processed as new orders and must be received by 12:00 P.M. Noon on Monday of the ship week. Add On orders will not be accepted for Truck Delivery. These orders will be scheduled to ship on Wednesday of that ship week.  
**Order Changes:** •We ask that all changes be either faxed or submitted through our general email [mail@pwfourstar.com](mailto:mail@pwfourstar.com) so that it may be directed to the appropriate person. Changes emailed to once particular person may delay processing as the person could be out of the office.

#### **Pricing Effective Dates:**

- Pricing is effective for ship dates beginning week 27-2009 through week 26-2010
- Pricing is subject to change.