



Account Opening Agreement (Page 1 of 2)

(Please sign and return)

Company Name	_____	Phone	_____
Division of D.B.A or A.K.A	_____	Fax	_____
Billing Address	_____	E-mail	_____
City, State, ZIP	_____	Buyer Name	_____
Shipping Address (If different)	_____	A/P Contact	_____
City, State, ZIP	_____	Carrier	_____

Company Directors/Officers/Principals

Name	Title	Address	Phone	S.S. #
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Carrier of Choice

Company	Days of Service	Account#
_____	_____	_____
_____	_____	_____

TERMS AND CONDITIONS OF SALE AND EXTENSION OF CREDIT

1. Payments

All invoices are to be paid in full, No arbitrary partial payments, delayed payments, prolonged credit terms are accepted unless approved in writing by Pronto Farms LLC. Failure to comply with these conditions constitutes a violation of these terms and conditions.

2. Claims

- a) All products must be inspected upon arrival.
- b) **No claims accepted on products shipped via non refrigerated over-night carrier (FedEx, UPS, etc) or domestic airlines.**
- c) Quality problems must be reported within 24 hours of receipt of product.
- d) Digital pictures of the product, labels and farm brand (lid) are required in every claim, no exceptions will be made.
- e) All sales are F.O.B. Miami. Title and ownership are transferred to the buyer when the flowers are delivered to the designated carrier. Pronto Farms LLC accepts no liability for damage or carrier related problems.
- f) Do not discard or destroy the product in question without proper authorization. We reserve the right to return the product to our facilities at our expense.
- g) Do not return product without proper authorization.

3. Deductions

No deduction on payments will be accepted without proper authorization.

4. Collections

In addition to all other charges and remedies, in the event of default in payment, Pronto Farms LLC shall be entitled to recover all cost of collection, including reasonable attorney's fees and court costs.

5. Court Jurisdiction

Any suit that arises from an extension of credit by Pronto Farms LLC shall be instituted and maintained in any courts competent jurisdiction in Miami-Dade County and shall be governed by the State of Florida Laws.

6. Return Check Charge

Any check(s) not honored by the bank shall be subject to a \$35.00 charge each time it is returned. Future sales may be subject to cash terms.



Account Opening Agreement (Page 2 of 2) (Please sign and return)

7. Change in Terms and Conditions

Should credit extension be granted, all credit shall be extended at the sole discretion of Pronto Farms LLC. Pronto Farms LLC reserves the right to change these Terms and Conditions or to terminate an account at any time. The terms and conditions of this application upon extension of credit by Pronto Farms LLC, constitute an agreement of sale.

I understand and accept the above terms and conditions and have provided true information to the best of my knowledge.

I authorize Pronto Farms LLC to further request relevant information from credit reporting agencies, I agree to inform Pronto Farms LLC of any changes in the legal status of the company and to provide an updated credit application as may be requested periodically. I also understand that the completion of this form does not guarantee an account opening. I understand that failure to enforce any of the terms set forth does not constitute a waiver of these terms in the future.

I certify under the penalty of perjury that the statements contained in this application are true and correct and understand that Pronto Farms LLC intends to rely on all information presented in this application in determine the firm's credit worthiness. In my capacity as officer, partner, agent or owner, I am authorized to sign this credit application and agree to the above terms and conditions of sale and extension of credit.

Name

Social Security No.

Signature

Date



CLAIM POLICY

Pronto Farms' main goal is to provide fresh, top quality cut flowers. Due to the perishable nature of our products, sometimes quality problems do take place. Customer satisfaction is our main priority, therefore when any of our products present quality issues, it's important to follow these simple steps in order to honor any credit requests:

What to do when receiving a product that presents quality issues? Easy...

1. Report any problems within 24 hours of product arrival. Don't forget to include invoice number, item description and stem/bunch count.
2. Quality problems must be supported by close-up digital pictures that show PRODUCT, LABELS & LID (carton) for farm recognition.
Please send all pictures and documentation to sales@prontofarms.com once the pictures and information is received, a credit will be applied to the invoice in question.
3. No credits will be honored on products transported via FedEx, UPS or any overnight non-refrigerated carrier. Products shipped through these carriers are at the customer's sole responsibility.
4. Pronto Farms will not be liable for products once they have been shipped out of your facility.
5. Product discarded without pictures will not be covered by Pronto Farms.

Please keep in mind, failure to follow these procedures constitute a waiver of your right to request claims.

These guidelines have been created so we can improve product quality; service and to help farms do a better job at maintaining consistency and uniform product.

Digital Picture “HOW TO’S”

Please follow these simple steps for a smooth claim request.

- Close-up pictures of the product clearly showing the problem and pictures of labels clearly showing the AWB are very important. Once you provide pictures that are clear, no follow-up requests will be made. Remember a picture is worth a thousand words.



- Issues that involve more than one box require group pictures. If you have several bunches or boxes, please don't send a picture of a few stems, this makes it difficult to show the magnitude of the problem to our farms.
- Boxes and label pictures are also necessary to make sure there are no discrepancies on AWB and farm information. This is important to make sure the product you have received is actually from the correct batch. This helps us identify where the problem might have originated.



Claim Policy Agreement

(Please sign and return)

I hereby understand and agree that credits will not be honored unless I follow the guidelines on Pronto Farms LLC Claim Policy. Written credit requests that do not include all requirements will not be approved.

Company _____

Official: _____

Print Name: _____

Signature: _____

Date: _____



Credit Card Payment Authorization Form

(Please sign and return)

Sign and complete this form to authorize PRONTO FARMS LLC to make a debit to your credit card listed below.

By signing this form you give us permission to debit your account for the amount indicated before or after* the indicated date.

Please complete the information below:

I _____ authorize PRONTO FARMS LLC to charge my credit card
(full name)

account indicated below for _____ before or after _____
(Amount \$) (Date mm/dd/yy)

This payment is for _____
(Invoice /description of goods/services)

Billing Address _____

Phone# _____

City, State, Zip _____

Email _____

Account Type: Visa MasterCard AMEX Discover

Cardholder Name _____

Account Number _____

Expiration Date _____

CVV2 (3 digit number on back of Visa/MC, 4 digits on front of AMEX) _____

SIGNATURE _____

DATE _____

*ALL INVOICES WILL BE CHARGED AUTOMATICALLY 72 HOURS AFTER BEING SHIPPED OUT OF MIAMI.

I authorize the above named business to charge the credit card indicated in this authorization form according to the terms outlined above. This payment authorization is for the goods/services described above, for the amount indicated above only. I certify that I am an authorized user of this credit card and that I will not dispute the payment with my credit card company; so long as the transaction corresponds to the terms indicated in this form.