



175 East Kawaihewa Street • Hilo, Hawaii 96720 • phone: (808) 959-5851 • fax: (808) 959-2077 • www.floralresources.com

To All of Our Customers:

Thank you very much for your valued business!

In an effort to more effectively manage our quality claims and credit requests with our customers, we have updated our "Product Claim Procedures". It is extremely important that we maintain consistent claims procedures so that we can assure you of fair and timely issuance of credits to your account.

The enclosed procedures include an agreement for signature by an authorized representative of your company. By executing this instrument, you have agreed to report credit claims in the process described. Please sign and return the agreement to us at our main Administration Center in Hilo, Hawaii as soon as possible so that we will have it on file in order to approve your credit requests.

Your cooperation and prompt attention to this matter is greatly appreciated. If you have any questions or need any other assistance, please feel free to contact me at any time.

Regards and Aloha,

Rueda Ramos
Credit Manager