



Knight Hollow Nursery

7911 Forsythia Court, Middleton WI 53562

608-831-5570

608-333-7703

Liz@knighthollownursery.com

www.knighthollownursery.com

Lost and Delayed Shipment Policy

January 1, 2024

Lost and Delayed Shipment Policy

1. Lost Shipments:

a. Definition: A shipment is considered lost if it cannot be located or tracked after a reasonable period from the expected delivery date.

b. Cost Sharing: In the event of a lost shipment, the cost of the plants will be shared equally between KHN and the customer. Each party will be responsible for 50% of the total cost of the lost plants.

c. Claims Process: To initiate a claim for a lost shipment, please contact us at the email above with your order number and relevant details. We will work with you to resolve the issue and provide a breakdown of the shared costs.

2. Delayed Shipments:

a. Definition: A shipment is considered delayed if it does not arrive within the agreed delivery timeframe.

b. Reporting Delays: If a shipment is delayed, please provide KHN with a detailed count of any lost or compromised plants, including their estimated cost.

c. Cost Sharing: The cost of lost or compromised plants due to a delayed shipment will be shared equally between KHN and the customer. Each party will be responsible for 50% of the total cost associated with the lost or compromised plants.

d. Claims Process: To address a delayed shipment, please contact us at the email above with your order number, details of the delay, and a count of any affected plants. We will review the information provided and calculate the shared costs accordingly.

3. Contact Information:

For any inquiries or to report a lost or delayed shipment, please reach out to us at the email above. We are committed to resolving issues promptly and fairly.

4. Customer Provided Delivery Service: If the customer arranges for their own delivery service or carrier to transport goods on behalf of KHN, KHN will not be liable for any loss, damage, or issues that arise during transit.

5. Policy Updates:

We reserve the right to update or modify this policy as necessary. Any changes will be communicated via email or through our website.

Thank you for your attention to this policy and for your continued business.