

***TyTy Replacement Authorization Application--ACCEPTED FROM
SEPTEMBER 1st,-OCTOBER 15th,***

Today's Date: _____

**Customer's Contact
Information
(Name, Address, and
Daytime Phone Number):**

**Desired Plant Replacement
Date (December 15th-April
15th):**

Date Plants Were Ordered:

Date Plants Were Received:

**Did the plants have leaves on
them?**

Yes:

No:

**Was the package damaged
by the carrier?**

Yes:

No:

**If package was damaged,
what is the claim number
you received when notifying
your shipping carrier?**

**When did you authorize
shipment to be sent?**

Immediately

Spring

Fall

**How were the plants
ordered?**

Telephone:

Mail:

Online:

**What are the items,
quantity, and heights of the
plants you ordered?**

What items, quantity, and heights are you wanting replaced?

Paid by: Credit Card, Money Order, or Check?

Please outline the reason that you think you wish to return the plants that you received.

Have you read and understood our guarantee and replacement policy listed as a link on every page on our website?

Yes:

No:

Take these steps for plant replacement:

I. To avoid shipping and boxing costs, return your dead plants with a copy of your order form in person to TyTy Nursery, U.S. Highway 82, TyTy, GA 31795. Plants will be replaced free of charge at the end of the growing season, between Dec. 15th, and April 15th. If guidelines are followed under "TyTy Guarantee" that is printed at the bottom of your order form.

II. To get your mailorder plants replaced follow the 2 step process:

1. Fill out your TyTy Replacement Application at the end of the growing season that usually ends in August. You should give each plant a proper chance to grow. Via USPS only mail the Replacement Application and the original order form to P.O. Box 130 Ty Ty, GA 31795, but only between Sept 1st, and Oct 15th. The original order form was affixed to the outside of the original shipment and serves as the customer's receipt.

2. TyTy Nursery will either accept or deny your Application within 30 business days of your submission, and if accepted or denied, TyTy will notify you by mail. Upon approval send the dead plants and a check to cover the return shipping charge and packaging expenses of the replacement plant to you, the fee is 25% the value of the total cost of plants being replaced, minimum \$20.00 whichever is greater. Send the dead plants and return shipping charge check via UPS (only) to 4723 US HWY 82W Ty Ty, GA 31795, between November 15th, and December 15th, so that we can analyze the cause of the plant death. Plants must be returned complete, not shredded, separated roots or in broken pieces.

Replacement requests will not be deemed satisfied nor shipped if the return postage is not paid by the customer.

*Upon completion of the Replacement Process, you replacements will be shipped in the next available dormant shipping season, usually Dec 15th, through April 15th.

Please note, that if you personally return your plants and receipt to TyTy Warehouse, you can avoid the shipping charges.

If you prefer to have your Replacement plants shipped at any date after Dec 15, 2011, please make proper notation on the Replacement Application. Whenever the plants are dormant and in stock we are ready to ship (December 15th-April 15th).

III. Plants Damaged During Shipment

If you received a package from TyTy that contains broken or damaged plants, you must immediately notify Ty Ty Nursery of the problem and Ty Ty Nursery will file a damage report with UPS, and ship replacement plants immediately.

Print Your Name Here:

Customer Signature
Verifying Information On
This Form As True:

Replacement Verification

If at the end of the requested season you have not received your replacement plant contact TyTy at 1-229-388-9999, Mon-Sat 4-6 pm.