

# Exchanges, Returns & Cancellations



## EXCHANGES PRIOR TO DELIVERY

- Exchanges prior to delivery on crop protection products are permitted at least 14 days prior to the Estimated Delivery Date or the start of the Delivery Window (as specified in the Sales Order Acknowledgement).
- Product exchanges must be for **equal or greater value**, otherwise the overage is considered a cancellation prior to delivery and subject to a 4% restocking fee.
- Exchanges containing either glyphosate or paraquat are not permitted.

## EXCHANGES AFTER DELIVERY

- Exchanges after delivery on crop protection products are permitted if the process is completed within 60 days after delivery/pick-up.
- The buyer will be charged a \$150 flat fee for transportation and freight costs associated with the exchange.
- Product exchanges must be for **equal or greater value**, otherwise the overage is considered a return and will be subject to a 8% restocking fee.
- FBN reserves the right to refuse the exchange if products are not in original saleable condition.
- Exchanges containing either glyphosate or paraquat are not permitted.

## RETURNS

- Returns of biologicals and products containing either glyphosate or paraquat are not permitted.
- Returns are subject to an 8% restocking fee based on dollar value of returned product.
- The buyer will be charged a \$150 flat fee for transportation and freight costs associated with the return.
- For orders delivered before January 1, 2022: returns must be completed no later than March 15, 2022.
- For orders delivered March 15, 2022 or later: buyer must complete the return process within 60 days of delivery (and in no event later than September 30, 2022).

## CANCELLATIONS

- A buyer may cancel an order at least 5 days prior to the Delivery Date or the Estimated Delivery Date communicated for pre-season orders specified in the Sales Order Acknowledgement.
- All cancellations are subject to a 4% cancellation fee.

## IMPORTANT NOTES

- **FBN reserves the right to refuse any exchange, cancellation or return in alignment with the clauses outlined in the FY22 Annual Program Terms.**
- Return of Product or cancellation of a Sales Order Acknowledgement results in loss of eligibility of any specific program terms applicable to the returned or cancelled Product or Sales Order Acknowledgement.