



PRODUCT ASSURANCE & SUPPORT

CONFIDENCE IN EVERY JUG. SUPPORT AT EVERY STEP.

At *FBN* we stand behind every product we sell. Whether it's our proprietary brands or trusted third-party solutions, we're committed to ensuring that farmers can count on consistent performance, clear guidance, and responsive support. Your success is our priority, and that's why we back our products with a robust service and support commitment.

GUARANTEED PRODUCT QUALITY

We guarantee that all *FBN* branded crop protection products meet strict quality and regulatory standards. If a product issue arises due to a determinable quality concern (e.g., settling out), we will work with you to identify the cause and provide a solution.

DEDICATED AGRONOMIC SUPPORT

Our field team is here for you — from purchase to application. Using tools developed by the *FBN* team coupled with in-field experience, we offer guidance on:

- Product selection based on your crops and region
- Tank mixes, rates, and timing
- Best practices for maximizing efficacy and ROI

RESPONSIVE ISSUE RESOLUTION

Encounter an issue in the field? Reach out to our support team. We will:

- Respond within 5 business days.
- Conduct a thorough review of the situation
- Work to resolve your concern efficiently and transparently

Type of Product	Complaint Submission Deadline
Pre-Seed Herbicides (Spring)	Within 21 days of treatment or by June 15 (whichever comes first)
Post-Emergent Herbicides	Within 21 days of treatment or by July 15 (whichever comes first)
Pre-Harvest	Within 21 days of treatment or prior to harvest (whichever comes first)
Post-Harvest	The following spring by May 31
Fungicides	Within 14 days of treatment or by August 10 (whichever comes first)



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RELIABLE DELIVERY & CLEAR LABELING

All *FBN* branded crop protection products are fully registered and labeled in compliance with Canadian regulations, and all products fulfilled by *FBN* are stored and shipped with quality and safety in mind.

RELIABILITY BEYOND THE SALE

We know farming isn't one-size-fits-all. Our commitment doesn't end at the sale — it continues through the season and beyond. Whether you're using *FBN*'s proprietary formulations or third-party partner products, you can rely on our network for honest support and trusted performance.

NEED SUPPORT?

Email: cx-can@farmersbusinessnetwork.com

Phone (call or text): 1-844-200-3276

YOUR FIELD. YOUR FUTURE. OUR COMMITMENT.



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