

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

Today's  
Date: \_\_\_\_\_

**Customer's Contact Information**

(Name, Address, and Daytime Phone  
Number):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please state the date you ordered your  
plants:

Month: \_\_\_\_\_ Day: \_\_\_\_\_ Year: \_\_\_\_\_

Please state the date you received your  
plants:

Month: \_\_\_\_\_ Day: \_\_\_\_\_ Year: \_\_\_\_\_

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?

\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



### **III. Plants Damaged During Shipment**

If you received a package from Aaron's that contains broken or damaged plants, you must immediately notify UPS of the problem and file a damage report with them, and Aaron's will send you a replacement after UPS forwards the damage report to Aaron's.

Print Your

Name Here: \_\_\_\_\_

Customer

Signature: \_\_\_\_\_

#### ***Company Use Only:***

Approved By: \_\_\_\_\_

Date: Month: \_\_\_\_\_

Day: \_\_\_\_\_

Year: \_\_\_\_\_

#### **Replacement Verification**

After replacement approval application is received customer should notify Aaron's if replacement is not received at the requested season. Call Aaron's at 1-(888)652-7939 for a quick response to your inquiry Mon-Sat from 4 to 6 pm.