



## Germination Guarantee Instructions

1. With each seed pack purchase, a **germination card (provided by Vancoast Seeds) MUST be included. Our 80% guarantee is only upheld on the basis that your customer is germinating their seeds by our instructions.**

Vancoast Seeds guarantees an 80% germination rate of our seeds (excluding 25 and 50 seed packs). Our seeds have an over 95% germination rate when tested in a lab under ideal conditions. Following our instructions as closely as possible should give growers at least an 80% germination rate, keeping in mind that germinating at home may not always be ideal conditions. If less than 80% of your customers seeds fail to germinate, we provide direct customer germination support and replace those seeds.

2. **Your obligation to your customer is to:**
  - a. Provide them with a germination card.
  - b. Explain the 80% germination is upheld based on following the instructions on the card.
  - c. Provide a receipt or proof-of-purchase.
  - d. Inform your customer to keep the seed packaging as proof.
  - e. NOT sell and encourage the use of germinating kits, domes, PH kits, etc. with their seeds. Using these items voids our germination guarantee.
3. If your customer comes to you requesting replacement seeds, **please direct them to call our customer service line: 1(800) 805-7835.** They will be walked through their germination process, and asked to email in a copy of their receipt and picture of their packaging as proof. Supporting documentation is encouraged as well (ie. photos of the seeds, unsprouted seeds, the germination process, etc.)
4. **Please note: Failure to pay your invoice on time forfeits the germination guarantee for your customers until all existing debts are paid.** We have the right to withhold sending replacement seeds if such is the case and/or send your customers back to your store to replace their seeds with your inventory.