

## BIO CONTROL AGENTS PURCHASE AND RETURN PROCEDURE

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**PROCEDURE NAME:** BIO CONTROL AGENTS PURCHASE AND RETURN PROCEDURE FOR PERISHABLE AND HARD GOOD PRODUCTS.  
**DATE ADOPTED:** JANUARY 2018

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### PURPOSE

To ensure a transparent and accountable process for the purchase of bio control agents and a fair and equitable process for return of perishable and hard good products.

### DEFINITIONS

- **Bio Control Agents** – Beneficial insects and beneficial nematodes.
- **Hard goods** – Durable, non-perishable products.

### PROCEDURE

Natural Insect Control guarantees live delivery of bio control agents. Upon receipt of your package, open as soon as received and inspect the bio control agents. Where there are any concerns with viability, call Natural Insect Control (NIC) right away on 905 382 2904.

Where the bio control agents are assessed as being non-viable upon receipt, at no fault of the client's they will be replaced as soon as possible at no additional charge.

Where the bio control agent is assessed as being viable and confirmed that it was the original product ordered by the client, no refund or replacement will be processed.

### Lawn Guardian Return

Any Guardian Line: 10 million unit beneficial nematode returns are accepted from reseller clients. (Maximum of 12 x 10 million units only once in spring season and once in the autumn season)

Guardian Line nematodes must be returned within 1 week after best before date for Store Credit.

### Return Instructions:

1. Guardian line return are for a store credit i.e. product will be replaced free with your next seasonal order.
2. Keep Styrofoam box and ice packs for returning.
3. Repack Nematodes with frozen ice packs in Styrofoam.
4. Include your company name and address, number of 10 million units of Guardian line Nematodes being returned.
5. Ship to NIC OVERNIGHT, via courier, PREPAID on Monday, Tuesday or Wednesday ONLY.

**Return Address:** Natural Insect Control  
3737 Netherby Road  
Stevensville, ON, L0S 1S0  
Phone: 905-382-2904

Nematodes are inspected upon return. The product not returned properly or mishandled will not receive store credit. \*REMEMBER these are living organisms and must be treated properly

