



## CUSTOMER REGISTRATION FORM

Código

CR-SIG-NR-03

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SISTEMA INTEGRADO DE GESTIÓN

1. GENERAL INFORMATION				Date:	
Company Name:		Established in:			
Address:		Zip Code:			
State :		Country:			
Phone 1:		Phone 2 :			
Principal Owner:					
Flower Buyer:		E-mail:		Skype:	
Acc. Payable Manager:		E-mail:		Skype:	
Federal Tax Id # :					
2. MARKET INFORMATION					
<b>Type of Business</b>					
Retailer	Wholesaler	Distributor	Broker	Other	
<b>Market Area</b>					
Countries:		States:		Cities:	
<b>Weekly Purchases (Quantity)</b>					
Quarter Boxes:		Half Boxes:		Full Boxes:	
3. CREDIT REFERENCES					
<b>Farms</b>					
Reference # 1:					
Contact Person:					
Phone:					
Reference # 2:					
Contact Person:					
Phone:					
Reference # 3:					
Contact Person:		E-mail:			
Phone:		Skype :			
Reference Cargo Agency# 1:					
Contact Person:		E-mail:			
Phone:		Skype :			
4. PAYMENTS					
Credit Term:					
Payments done by:	Wire Transfer <input type="checkbox"/>	International Check <input type="checkbox"/>	National Check <input type="checkbox"/>		
Payments conditions	15 days <input type="checkbox"/>	30 days <input type="checkbox"/>	Other <input type="checkbox"/> Explain		

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## 5. CLAIMS POLICY

**A claim can be accepted only if it is properly supported and sent it during the next two days of arrival. After this period, NARANJO ROSES will not accept any claims.**

When the cargo agency accepts the boxes, it means that they confirmed spaces for the customer's shipments with the airline, NARANJO ROSES will not be responsible for any space or flight cancelations, once the cargo agency receive the boxes, it becomes their responsibility.

When there is a possible credit, the farm will need the following information:

1. AWB / HAWB number
2. As many pictures as possible showing all the problems found, barcode, variety label, box label.
3. Packing list and invoice number.
4. Stems numbers with problems.
5. Credit total amount.

Since NARANJO ROSES sells under F.O.B conditions, we will not accept freight cost on any credit note.

## POLITICA INTEGRAL NARANJO ROSES ECUADOR S. A

"NARANJO ROSES ECUADOR SA, a leading company in the production and export of" Total Quality "roses, is committed to preventing risks associated with the business line, which may affect its human talent, as well as related production and export. to illicit acts such as: drug trafficking, corruption and bribery, for which it will provide the necessary human, technical, technological and economic resources, to comply with the national legislation in force in the country and international certifications in terms of quality, environment, gender equality, biosafety and applicable occupational health, in order to guarantee socio-economic responsibility, social well-being, business competitiveness through the implementation of an integrated management system, in order to maintain the integrity of the processes, minimize accidents and occupational diseases, caring for the well-being of its workers, contractors, suppliers, visitors and direct and indirect customers; the productivity of its operations and the sustainability of its line of business.

This policy will be transmitted, applied and under the responsibility of all those involved in the company, establishing and fulfilling the objectives set by the actors and channeled by their representatives to maintain the continuous improvement of the integrated management system. "

Mrs. Mary Luz Naranjo B.  
**PRESIDENT**  
**NARANJO ROSES ECUADOR S. A**

## 6. SIGNATURE

\*It is mandatory to include the signature.



**Calidad**  
total

