Dear Cannabis Enthusiast,

We are sorry to hear of your unsatisfactory results. Such performance is not normal for any Sensi Seed Bank variety. At Sensi Seeds we test all our strains for germination and viability on a regular basis. Any strain that does not perform to our expectations is retested and, if necessary, completely replaced. To help us resolve this matter, we’ll need some additional information from you:

**1) What variety of seeds were these?**

**2) What method did you use to germinate these seeds?  It will help our quality control procedures if you could describe for us your germination technique and handling of the seeds.**

**3) Did the unsuccessful seeds completely fail to open, or did some of them open and/or produce a root before dying? If so, how many?**

**4) In which city/region do you live?**

**5) Did you buy your seeds on Internet or in a growshop? (If you bought these from a growshop, please send us their full contact details including address and telephone number)**

**7) How did you handle these seeds before germinating? Please send as many details as to how you stored the seeds and cared for them before the germination process.**

**6) Have you retained any form of proof-of-purchase for these seeds?**

If you bought these seeds from a growshop, a cash register receipt or credit card receipt is needed as proof or purchase. **We also need any ungerminated seeds as proof of purchase**.

Sensi would certainly be interested in seeing pictures of the seedlings, so please send them to [info@sensiseeds.com](mailto:info@sensiseeds.com" \t "_blank), assuming they’re in digital format.

If you’re sending actual photographs, or physical proof of purchase, such as packaging or ungerminated seeds, you can send them to:

**PLANTASUR DISTRIBUCIONES**

**POL. INDUSTRIAL ASEGRA**

**C/ALMERIA Nº9**

**18220 PELIGROS**

**GRANADA, SPAIN**

This form must be filled out and handed in to the growshop which sold you the seeds. The growshop is responsible for contacting their distributor and processing this form.

DO NOT CONTACT SENSI SEEDS DIRECTLY

The only practical way to resolve complaints like this is via the route by which the seeds were distributed. Sensi Seeds cannot issue replacement seeds on behalf of other businesses. When the growshop obtained its seeds directly from Sensi Seeds or an official dealer, they will be able to obtain replacements in turn from Sensi Seeds.

If you can supply us with the information requested above, Sensi Seeds and the growshop may be able to resolve this matter.

Warmest Regards,   
Sensi Seeds ®

[http://www.sensiseeds.com](http://www.sensiseeds.com/)