

2023

Customer Service Guidelines

Corteva Agriscience™ sets expectations related to quality, performance and support of the products and solutions provided to farmers, retailers and distribution to create trust and a sustainable relationship. In turn, customers expect Corteva to support and service their products or seed when used according to the label in a consistent manner with a high level of service. When a concern is raised in regards to product performance or quality, the main goal is to fairly resolve the inquiry to the satisfaction of both our customers and Corteva Agriscience.

Corteva Agriscience encourages contact within the timelines listed below for a proper field assessment to resolve and rectify the concern. After these deadlines, it is difficult to determine the circumstances leading to a potential non-performance.

Crop Protection and Seed

For best service, please contact your local Territory Manager within the following time lines.

PRODUCT TYPE	SERVICE TIMELINES
Seed emergence	June 20, 2023 replant deadline
Post-emergent Herbicides	Within 21 days after treatment
Pre-seed Herbicides (Spring & Fall)	Within 21 days after treatment
Fallow Applications	Within 21 days after treatment – as initial treatment
Insecticides	7 days after treatment

For Corteva canola flea beetle & cutworm inquiries on Lumiderm™, please call Corteva Agriscience at 1-888-254-3555