

Refund policy

At Bryan's Hemp Apothecary, your satisfaction is our top priority, and we want to ensure you're completely happy with your purchase. Our Returns and Refunds policy reflects our commitment to quality and includes considerations such as our satisfaction guarantee, protocols for addressing damaged shipments, and more.

If you have any questions or need assistance, our customer care team is here to help. Below, you will find further information on each of these important topics.

Satisfaction Guarantee

- **Bryan's Hemp Apothecary Returns:** All products carry a 30-day customer satisfaction guarantee from the date the product is delivered. If you are not satisfied with your product(s) and you are within the 30-day satisfaction guarantee window, submit your request to info@bryansgreencare.com and our customer care team will reach out regarding next steps.
- **Retailer Returns:** If you've made a purchase from one of our trusted retailers, you can visit the store with your receipt within 30 days to inquire about returns.

Damaged Shipments

- We test all products for quality and inspect shipments before they leave our warehouse. When your order arrives, please inspect it for any damage that may have occurred during shipping. If you notice any damage, you must notify our customer care team within 2 business days to be considered for a refund.
- If you need to report a damaged shipment, submit your request to info@bryansgreencare.com and a member of our customer care team will reach out regarding next steps. Be sure to provide detailed information about the damage.

Refunds

- Once a return is received at our warehouse and a refund is approved, you will be refunded to your original payment method and notified at that time. Please keep in mind that it may take a few business days for your bank or credit card company to process and post the refund. The refunded amount will be for the cost of the returned item(s) after any applicable discounts, excluding any shipping costs incurred at the time of purchase.

Exceptions & Non-Refundable Items

- We do not accept returns or exchanges on products purchased at a retail location. Please contact the retailer within 30 days of purchase to inquire about returns.
- We do not accept returns or offer refunds on digital gift card purchases.
- We do not offer refunds on any shipping costs incurred at the time of purchase.

We appreciate your understanding as we work to provide you with the best possible service.

Customer Care

If you have any questions regarding our shipping and returns policy, or need further assistance, please reach out to our team:

- Phone: [575-910-7127](tel:575-910-7127)
- Email: info@bryansgreencare.com

Your satisfaction is most important to us, and we're here to support you every step of the way. If you have any questions, don't hesitate to reach out—we're always happy to help!