



Refund Policy:

Please note that all products are very carefully inspected for quality, assortment, and proper packaging prior to shipment. However, manufacturers may screw up, shipping carriers can err, and yes, even we might make a mistake from time to time. Nobody is perfect, and we know that. It is important that you check your order or items upon receipt and always before use.

Due to strict federal and provincial regulations governing the legal recreational cannabis industry in Canada, all sales are final. Once a purchase has been completed, we are unable to accept returns, exchanges, or issue refunds on any cannabis or cannabis-related products.

However, we care deeply about your satisfaction and strive to ensure that every order meets our quality standards. If you receive a product that has a manufacturing defect, manufacturing damage, or incorrect, please contact our Customer Support Team within 24 hours of delivery. We will review your concern and work with you to resolve the issue in accordance with regulatory guidelines.

Refunds or exchanges will only be considered in cases of verified manufacturer defects, incorrect items, or damage during delivery. If your product has a manufacturer defect or manufacturing damage, please DO NOT TAMPER with it. Items that have been tampered with are not eligible for warranty by the manufacturer. **Proof of purchase including the original receipt and original packaging are required.** Supporting documentation (such as photos) may also be required.

We cannot offer refunds or exchanges due to personal preference, change of mind, or taste/experience-related reasons.

If you are eligible for a refund, your original form of payment will be credited for the refunded product price plus applicable tax, less any applicable restocking fees or charges. All delivery & handling fees are non-refundable. Refunds will not include any delivery & handling fees and processing fees.

Credit card companies vary on the time it takes for credit to appear in their customers' records. Please allow one to two billing cycles for any refund to show up on your statement.

Our Refund Policy is part of, and should be read in conjunction with, our Terms and Conditions. Policy details are subject to change without notice.

We appreciate your understanding and cooperation as we operate within the legal guidelines of the heavily regulated legal recreational cannabis industry in Canada.