



Return Policy & Process for Retail Partners

Our Guarantee:

Our products are guaranteed to deliver the Sungrown Cannabis Experience, or your money back
(*Sungrown Cannabis Experience = your product will be fresh & reliable*)

I. Refunds & Returns Policy

A. Products that fit the following four criteria are eligible for refund:

1. Do not deliver the Sungrown Cannabis Experience (*fresh & reliable*)
2. Submitted for return **within 90 Days** of original delivery
3. Physically received at Sungrown **within 100 Days** of original delivery
4. Included in a manifest that is emailed to returns@sungrown.com **within 100 Days** of original delivery

B. Products that fit the following criteria will be accepted for destruction, but not refund:

1. Damaged while in possession of the retailer, not able to be sold to customers per LCB requirements
2. Submitted for return **outside 90 days** of original delivery date
3. Physically received at Sungrown **outside 100 Days** of original delivery
4. Returned without being included in a manifest that is emailed to returns@sungrown.com **within 100 Days** of original delivery

II. Returns - Procedure for Retail Partner:

A. Retailers must create a return manifest with all key information, then emailed to returns@sungrown.com, along with the following info.

1. **Reason For Return**
2. **Json File/Hyperlink Submitted** (please send us a note if you need guidance on this step or can't complete it)

B. The retailer can manifest the item for return using the license info and driver info supplied on sungrown.com/resources for an upcoming delivery date.

Note: Retailers should select the delivery driver that most frequently delivers to them. If there is a driver change or vehicle change, Our fulfillment team will notify the retailer so they can adjust their manifest as needed.

III. Reimbursement Process

- A. Upon receipt of the aforementioned items at the Sungrown facilities, refund eligibility will be confirmed based on the four reimbursement criteria.
- B. Once refund eligibility is confirmed, Sungrown will email the retailer indicating the return has been fully processed, and communicate the full eligible refund amount.
- C. Sungrown will send a refund check to the retailer for the eligible refund amount.

*Note: The full process of auditing returns for refund eligibility and sending refund checks will occur **30-60 days** within the product being received at Sungrown.*