

# HempAuction Return Policy

## Introduction

At HempAuction, we are committed to providing quality products and exceptional customer service. Our return policy is designed to ensure that our customers are satisfied with their purchases. Please review the following policy to understand the conditions under which returns, refunds, and exchanges are processed.

## Eligibility for Returns

To be eligible for a return, your item must meet the following criteria:

- The item must be unused and in the same condition that you received it.
- The item must be in the original packaging.
- The return request must be initiated within 7 days of receiving the item.

## Non-Returnable Items

Certain types of items cannot be returned, including but not limited to:

- Perishable goods (such as food, flowers, or plants)
- Custom or personalized items
- Digital products (such as e-books or software)
- Items marked as final sale or non-returnable

## Return Process

1. **Initiate a Return:** Contact our customer service team at [support@hempauction.co.za](mailto:support@hempauction.co.za) within 7 days of receiving your item to initiate a return. Please provide your order number, the item(s) you wish to return, and the reason for the return.
2. **Receive Return Authorization:** Once your return request is approved, you will receive a return authorization and instructions on how to send your item back to us.

3. **Ship Your Item:** Package the item securely and include all original packaging, accessories, and documentation. Ship the item to the address provided in the return authorization. We recommend using a trackable shipping method to ensure your return is received.
4. **Inspection and Processing:** Once we receive your returned item, it will be inspected to ensure it meets the return eligibility criteria. If approved, we will process your refund or exchange within 7-14 business days.

## Refunds

- **Refund Method:** Refunds will be issued to the original payment method used for the purchase. If the original payment method is unavailable, a store credit may be issued.
- **Refund Amount:** The refund amount will be the purchase price of the returned item, excluding shipping costs. Shipping costs are non-refundable.
- **Processing Time:** Please allow 7-14 business days for the refund to be processed and for the credit to appear on your original payment method.

## Exchanges

If you wish to exchange an item for a different size, color, or model:

1. **Contact Customer Service:** Initiate the exchange process by contacting our customer service team at [customer service email/phone number].
2. **Return the Original Item:** Follow the return process outlined above to send back the original item.
3. **Place a New Order:** Once the return is processed, place a new order for the desired item. If the exchange is due to a mistake on our part, we will cover the shipping costs for the new item.

## Damaged or Defective Items

If you receive an item that is damaged or defective:

1. **Report the Issue:** Contact our customer service team at [support@hempauction.co.za](mailto:support@hempauction.co.za) within 7 days of receiving the item. Provide your order number, a description of the damage or defect, and photos if possible.
2. **Return Instructions:** Our customer service team will provide instructions on how to return the damaged or defective item.



3. **Replacement or Refund:** Once we receive the damaged or defective item, we will send a replacement or issue a refund at no additional cost to you.

## Contact Us

For any questions or concerns about our return policy, please contact our customer service team at:

- **Email:** [support@hempauction.co.za](mailto:support@hempauction.co.za)
- **Mailing Address:** [refund@hempauction.co.za](mailto:refund@hempauction.co.za)

Thank you for shopping at HempAuction. We value your business and are committed to ensuring your satisfaction with our products and services.