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**CBD DIRECT OILS RETURN, REFUNDS & SHIPPING POLICY**

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**RETURN, REFUNDS & SHIPPING POLICY**

**RETURNS AND REFUNDS.**

All Transactions and purchases made on the site is final and **CBD DIRECT OILS** offers no return and exchange unless it can be clearly shown that the product shipped is defected.

1. **Damaged in shipment**

If you receive your product and it has been damaged during shipment, please email us at [**support@cbddirectoils.com**](mailto:support@cbddirectoils.com)within 10-15 business days of receiving the shipment. Include a description of the damages and include pictures if possible. This information is extremely helpful to us in making sure that our products are packaged and shipped properly. We will arrange for the damaged products to be replaced.

1. **Important conditions for return**

Please note that you can only return a product if it is defective. The product returned shall be inspected on its receipt. Please ensure that the following conditions are fulfilled before returning the product:

* The product shall be in unused and original condition;
* You shall inform about the return of the product to us within a period of 10-15 business days;
* You shall not accept any open box deliveries;
* The return package shall include everything that arrived with the package when you made the purchase, including price tags, labels, original packing, freebies & accessories, invoices/warrantee cards and other documentation.

1. **Refunds**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

**SHIPPING**

We would charge you a fee for the shipment of your products to your destination. This shipping fee would be calculated together with your purchase order price upon checkout.

The messaging service is carried out with tracking control. Presently, we use **[Insert Courier Agencies Used]** are the courier service we use to ship the products you ordered from our site to you. We have the express right to use any Courier service as we deem fit.

**OUR SHIPPING AND DELIVERY SERVICE TO YOU MAY TAKE LONGER PERIOD THAN ESTIMATED BECAUSE OF THE IMPACT OF THE COVID-19 PANDEMIC THAT IS PLAGUING THE WORLD PRESENTLY.**

Shipments that go unclaimed are returned to our facility and you will be liable for the cost of a reshipment.

**PLACE OF DELIVERY, DEADLINES AND LOSSES**

Approximate delivery times are indicated in working days in the description of each product, although a delay in delivery will not be a reason for penalty.

CBD DIRECT OILS will not be liable for errors caused in delivery when the delivery address entered by the User / Customer in the order form does not match the reality or has been missed. - If you provide an address that is considered insufficient by the courier, the shipment will be returned to our facility. You will be liable for reshipment costs once we have confirmed an updated address with you (if and as applicable).

Depending on the destination of the order various shipping methods can be used, each method and each destination have shipping times that are specified in the order confirmation process.

Deadlines may change for logistical reasons or for reasons of force majeure. In cases of delays in deliveries, CBD DIRECT OILS will inform its User/Customer, as soon as it has knowledge of them.

Each delivery is considered made from the moment the company makes the product available to the User / Customer, which is materialized through the control system used by the transport company.

Delays in delivery shall not be considered those cases in which the order has been made available to the User/Customer, by the transport company within the agreed time and could not be delivered for cause attributable to the User/Customer.

When the order leaves our warehouse, you will be sent an email notifying you that your order has been accepted and is being sent.

**DELIVERY DATA, DELIVERIES NOT MADE AND LOSS OF THE PRODUCT.**

If the User/Customer is absent at the time of delivery, the carrier will leave a note indicating how to proceed to arrange a new delivery.

We would contact you and embark on a series of follow-up actions aimed at ensuring that delivery occurs.

If after 7 working days after the departure to delivery of the order has not been arranged delivery, the User / Customer should contact the administrator of the website.

In the event that the User/Customer does not do so, after 10 working days from the departure to delivery of the order, it will be returned and the User/Customer must bear the cost of shipping and return to origin of the order, as well as any associated management costs.

If the reason for not being able to make the delivery is the loss of the order, the transport will initiate an investigation. In these cases, the response times range from one to three weeks.