

## F1NE Shipping, Returns, Refunds, and Exchanges Policy

### **Shipping**

#### ***Domestic Shipping***

We ship across Canada using Express Shipping.

**For Consumers:** Express shipping is always used to give you peace of mind. We send orders out at the beginning of the week to ensure no delays.

Our special shipping containers guarantee that your products arrive undamaged, stands up to Canadian weather, and is ready for your garden upon delivery.

**For Commercial Cultivators:** We offer shipping of unrooted clones across Canada. Rooted clones must be picked up.

#### ***International Shipping***

At this time, F1NE Cannabis does not ship internationally.

### **Returns, Refunds & Exchanges**

All consumable products are final sale. This includes cannabis products and certain accessories that pose a health and safety concern if they were returned, for example water pipes.

If you have a concern regarding your product upon receiving it, please retain your product and contact our Client Services Team at [csr@f1ne.ca](mailto:csr@f1ne.ca) for resolution.

### **Recalls**

In the case of a recall issued by Health Canada, cannabis products shall be destroyed by the consumer as per the regulations prescribed in the Cannabis Act. Consumers may request their refund with proof of purchase by contacting F1NE at [csr@f1ne.ca](mailto:csr@f1ne.ca) or by visiting the store.

Cannabis accessories that have not been used may be returned/exchanged within 7 days of purchase with accompanying receipt.

Consultations are not eligible for a refund.