

# Kannaway Return & Refund Policy

## Thank you for purchasing Kannaway products!

Kannaway is committed to providing you with high quality products. If for any reason you are not 100% satisfied, you may be eligible to return the products for a refund under the Kannaway satisfaction guarantee (Section 8.0 of the Kannaway Policies and Procedures).

If you received damaged, incorrect or defective product(s), please contact Kannaway Support Department immediately. Kannaway can replace those products at no charge in lieu of a refund.

To initiate a return, please email [Returns@Kannaway.com](mailto>Returns@Kannaway.com) or by telephone at +48 22 299 82 00 to receive your Return Merchandise Authorization (RMA). When contacting us please have your Kannaway Entrepreneur ID or order number available.

All product(s) will be shipped to Kannaway pre-paid, as we do not accept shipping collect packages. Before returning the item(s) to our warehouse, please write your returns number on the outside of the parcel. We recommend that you use a shipping method where you can track your package, as risk of loss in shipping is solely borne by the Customer or Entrepreneur. If the product is not received by Kannaway it is the responsibility of the Customer or Entrepreneur to trace the shipment and no credits will be applied until the items are received at our distribution centre.

The return address for Europe (including Northern Ireland) and Russia:

Kannaway  
Bukowa 2  
05-850 Szeligi  
Poland

The return address for USA:

Kannaway  
632 N. 2000 W.  
Suite 105  
Lindon, UT 84042-1798  
USA

The return address for Great Britain:

Kannaway / Fusion Fulfilment  
18-20 Turnpike Industrial Estate  
Newbury, Berkshire  
RG14 2LR  
UK

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The return address for Mexico:  
Kannaway  
Rio Tamesis 1010 Piso 2  
Esq. Yukon  
Col. Del Valle  
San Pedro Garza García  
Nuevo León, 66220  
Mexico

The return address for Japan:  
Kannaway  
114-7 Azai Morito Iwayama  
Sambugun Shibayamamachi  
Chiba, Japan  
IACT Narita Butsuryu Center 303  
Global Access Kabushikigaisya

The return address for South Africa:  
Kannaway  
Eastgate Lane Office Park  
Block C, 1st Floor  
1 Iris Road  
Bedfordview 2007  
South Africa

**Kannaway reserves the right to decline a refund if a Return Merchandise Authorization (RMA) was not issued prior to returning the product(s).**

**For Retail Customer (Non-Entrepreneurs) – 30 Day Guarantee:**

As a Retail Customer, you have 30 days from the date of purchase to initiate a return for the following:

1. Your initial order of product placed; unopened
2. Any first-time order of a product; unopened. Subsequent orders may not be returned under this guarantee.

Products must be returned unopened and in resalable condition within 30 days of receiving a Kannaway issued RMA number. Kannaway will not provide a refund on any products that are returned to the Company which are not in resalable condition. The following items are non-refundable, except as required by law: shipping fees, administrative fees, seasonal products, discontinued or promotional items. You are required to return all unopened containers, as applicable, to receive a refund.

If eligible for a refund, Kannaway will credit the original form of payment (less shipping) within 30 days of the product being logged as returned by our distribution center. All volume associated with the sale of the product(s) will be deducted once the refund is issued.

**For Entrepreneurs – 30 Day Guarantee:**

As a Entrepreneur, you have 30 days from the date of purchase to initiate a return for the following:

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1. Your initial order of product placed; unopened.
2. Any first-time order of a product; unopened. Subsequent orders may not be returned under this guarantee.
3. Your first SmartShip order for unopened products in new and resalable condition only.

Refunds on products outside of these parameters will be reviewed on a case-by-case basis.

Products must be returned unopened and in resalable condition within 30 days of receiving a Kannaway issued RMA number. Kannaway will not provide a refund on any products that are returned to the company which are not in resalable condition. The following items are non-refundable, except as required by law: shipping fees, administrative fees, seasonal products, discontinued or promotional items. You are required to return all unopened containers, as applicable, to receive a refund.

If eligible for a refund, Kannaway will credit the original form of payment (less shipping) within 30 days of the product being logged as returned by our distribution center. All volume associated with the sale of the product(s) will be deducted once the refund is issued.

### **For Entrepreneurs – Retail Orders Sold Directly:**

If your Retail Customer wants to return products purchased directly from you, follow this process:

1. Supply a copy the original sales receipt for the product sale, including the date and price paid by the retail Customer. Please write “refund” across the sale receipt along with the Return Merchandise, Authorization (RMA) number provided by Kannaway (see #2).
2. Refund the money directly to your retail Customer and have them sign the sales slip as proof of return.
3. Contact Kannaway to obtain Return Merchandise Authorization (RMA) and instructions for returning the product. Include a signed copy of the sales receipt showing refund (see #1).

If eligible, Kannaway will use a replacement for the returned products, within 30 days of the product(s) being logged as returned by our distribution center. Kannaway reserves the right to reject repetitive returns or replacements.

### **For Entrepreneurs – Buy Back Policy (Account Cancellation):**

Kannaway Entrepreneur Cancellation Buy Back Policy is meant to protect individuals who want to discontinue being an Entrepreneur, leave the Kannaway opportunity, and believe they mistakenly purchased more inventory than they could sell (Section 8.1 of the Kannaway Policies and Procedures).

This policy specifically does not apply to an Entrepreneur who, for the purpose of qualifying for a bonus or some other benefit, has falsely stated that the inventory for which they are attempting to receive a refund has been previously consumed or sold. Kannaway reserves the right to decline refunds for any products that have been falsely stated as consumed or sold (Section 6.1 of the Kannaway Policies and Procedures).

The request for Buy Back must be made in writing within 90 days of the original purchase date. Reimbursement will be made for the wholesale value of the original product, less a 10% restocking charge, freight, rebates, bonuses, and personal discounts. In countries that require a different Buy Back Policy Kannaway will conform to that countries' policy.

All products returned must be in their original packaging, unopened and in new and resalable condition within 30 days of receiving a Kannaway issued RMA number. Products that have been announced as being discontinued, along with any seasonal, promotional or discounted items are not eligible for Buy Back. Membership and administrative fees are not refundable, except as required by law. Products sent for return must be received by Kannaway within 30 days of receiving a Kannaway issued RMA number.

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All bonuses, commissions, CV/BV/PV/GV (commissionable volume, business volume, personal volume, group volume), and recognition received as a result of the purchase will be reversed and deducted from the refund and/or your Sponsor's compensation. Please notify your Sponsor of your decision to terminate your Entrepreneur position. As far as possible, the reimbursement will be made in the same payment method as the payment made by the sales partner.

If eligible for a refund, Kannaway will credit the original form of payment within 30 days of the product being logged as returned by our distribution centre. Your account will be closed once the refund is issued. If you wish to return product under the Buy Back Policy and cancel your position with Kannaway, please email [Returns@Kannaway.com](mailto>Returns@Kannaway.com).