



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 or defective product(s), please contact the 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 (866) 447-6670 to receive your Return Merchandise Authorization (RMA). When contacting us, please have your Kannaway Brand Ambassador ID or order number available.



All product(s) will be shipped to Kannaway pre-paid, as we do not accept shipping collect packages. 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 Brand Ambassador. If the product is not received by Kannaway it is the responsibility of the Customer or Brand Ambassador to trace the shipment and no credits will be applied until the items are received at our distribution center.


The shipping address is Kannaway Returns, 12255 Crosthwaite Circle, Poway, CA 92064.

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-Brand Ambassadors) – 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, opened or unopened 
2. Any first-time order of a product; opened or unopened. This applies to any order you place 

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 opened and unopened containers, as applicable, to receive a refund. 

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 center. All volume  associated with the sale of the product(s) will be deducted once the refund is issued.

For Brand Ambassadors – 30 Day Guarantee:

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

1. Your initial order of product placed, opened or unopened 
2. Any first-time order of a product; opened or unopened. This applies to any order you place 
3. Your first autoship order for unopened products in new and resalable condition only.



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 opened and unopened containers, as applicable, to receive a refund.

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 center. Any volume associated with the product(s) will be deducted once the refund is issued.

For Brand Ambassadors-Retail Orders Sold Direct:

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 #3).
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 Brand Ambassadors – Buy Back Policy (Account Cancellation):

Kannaway Brand Ambassador Cancellation Buy Back Policy is meant to protect individuals who want to discontinue being a Brand Ambassador, 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 a Brand Ambassador 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 states that require a different Buy Back Policy Kannaway will conform to that state's policy.

All products returned must be in their original packaging, unopened and in new and resalable condition. 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.

All bonuses, commissions, BV/PV/GV (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 Brand Ambassador position.



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 center. 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)